



24 March 2020

JBSA Teammates,

As the COVID-19 response continues to evolve, I am committed to posturing Joint Base San Antonio to accomplish our critical missions while ensuring the health and safety of our workforce, families, and community.

We have many personnel who still need to report to work in order to ensure our critical missions continue. Every commander is empowered to take actions necessary to balance maximizing workforce health and safety with the continuation of critical mission sets at JBSA. Commanders at all levels around JBSA are encouraged to maximize the amount of teleworking in response to the **City of San Antonio's and Bexar County's Stay Home/Work Safe** orders. JBSA personnel will continue to be upstanding members of the community at all times, and will follow the city and county guidelines provided.

For clarification, JBSA active duty and civil service employees, as well as contractor employees are exempted from these local Stay Home/Work Safe orders while performing official business in support of missions at JBSA. This includes traveling to and from work as well as conducting work-related activities. While not conducting official duties on your personal time, JBSA members and contractors must abide by the state, county and city orders where they reside.

In an effort to minimize health risks associated with COVID-19, I have directed the following, in line with the local Stay Home/Work Safe orders and the JBSA Public Health Declaration:

JBSA will continue mission critical operations with the required manning. For our COVID-19 response operations, required manning is defined as personnel required to maintain mission essential functions or mission critical operations, as determined by unit commander/director.

Starting Thursday, 26 March at 1200L, JBSA is 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. All DoD and non-DoD affiliated personnel currently living on the installation will maintain access. Current visitor passes will continue to be honored and future visitor pass requests will be assessed and approved by the unit commander or designated representative.

Below are key highlights of service support functions that will be maintained:

- Our basic military training, technical training, medical training, flying training, cyber, and other missions will continue, as will our installation support to those missions.
- Our Child Development Centers will remain open to support direct mission readiness, and our Commissaries and AAFES Exchanges will continue to support our service members, although there may be some restrictions in place, such as take out only in the food courts.
- Installation access: At a minimum, JBSA will be accessible to DoD ID card holders at all 24-hour gates, ARNORTH walk in gate (JBSA-FSH), Growden Gate (JBSA-LAK), Security Hill Gate, and others identified by our mission partners. Full gate information is available here: <http://www.jbsa.mil/gate-hours/>
- Medical / Emergency / Acute Care / Dental - The San Antonio Military Health System is postured to provide urgent/emergent care including medical, dental, mental health, inpatient, and surgical services for beneficiaries during this public health emergency. Lackland, Randolph, and Fort Sam Houston offer drive-thru screening and testing for respiratory illnesses including COVID-19. Telephone consultation regarding ongoing/routine medical needs such as medication refills and chronic conditions may result in a face-to-face appointment, if needed.
- Expanded Base Services (to include AAFES and DECA) Listing – Our new Modified Services Listing provides a more detailed overview of service modifications across JBSA. You can find the listing at: <https://go.usa.gov/xdhxJ>
- For the most up-to-date information during this dynamic time, to include status of activities and services on JBSA, please reference the JBSA's COVID-19 website: <http://www.jbsa.mil/coronavirus>

I understand these restrictions cause hardships, but we must implement proactive measures to effectively counter the COVID-19 threat. I fully intend to lift these restrictions as quickly as local conditions allow. Thank you for your support and understanding, and remember, calm is contagious.

LAURA L. LENDERMAN  
Brigadier General, USAF  
Commander, Joint Base San Antonio