



Joint Base Community Update Questions

May 2020

COVID-19 Specific Questions

- 1** - Where can get the official guidance regarding the lifting of the 50 mile radius?
- Does the lift on the 50 mile radius restriction include visiting National Forests?

LTG George announced on the [5 May Facebook Town Hall](#) that Army personnel may now take DAY trips, including to State & National Parks – no overnight trips permitted. The Air Force has extended their policy to travel within a 100 mile radius. Both branches are looking at this continually and taking Washington State guidance, DoD Official Travel policies, and local community guidance into account when making decisions.

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- 2** Will there be an Exception to Policy (ETP) for Drill Sergeant schools / PCS

We anticipate further information on this mid-late May, but no firm date has been established to receive guidance. Once received, each individual will be directly notified of their new report date.

General Installation Questions

- 1** Why aren't masks required in all facilities? Example PX?

Wearing masks is not a requirement, but it is an expectation. If you are breaking the 6 feet minimum social distancing requirement, you should be wearing a mask. The Commissary requires masks because it is a policy specific to the Defense Commissary Agency (DECA) for all employees and patrons.

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- 2** Any word yet when the recycling center will reopen?

The recycle center on JBLM is run by LeMay, a contracted company. Their facilities in Washington state are not open to be able to process recyclables, so they are not currently picking them up. JBLM is in close contact with LeMay and speak with them weekly. We do not have a firm timeline, but when the center opens we will advertise the exact date as soon as we have it.

You can also reach out to transfer facilities off the installation, as they may have opportunities for where to take recyclables in the meantime.

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- 3** Who do we contact about abandoned vehicles near facilities on post?

Please call the DES Main front desk (non-emergency line) 253-967-7112 or 7113.

4 Will there be any discussion about reopening the D street gate specifically? It was briefly mentioned as possibly being closed permanently.

Installation leadership is in discussions about the D Street gate now. More to follow about this gate specifically. No official decision has been made yet, but we will let everyone know through multiple outreach methods once the way forward has been determined.

5 Are playgrounds open on post for children?

All playgrounds on JBLM are open, but residents are expected to observe proper social distancing measures, [child supervision guidelines](#), and use the equipment/play at their own risk.

6 Hotline for instances where guidelines aren't being followed? Also what is the process after receiving a call?

If you observe a situation where guidelines are not being followed, and feel it may be putting you or your Family at risk, you may contact the JBLM MP's non-emergency line at 253-967-7112.

If you feel you are not getting the support you need from an organization on base or your chain of command, please contact the JBLM COVID-19 Hotline: 253-967-3831. The process after receiving a call varies, depending on the issue itself and multiple factors.

7 Would it be possible to add warning lights at the School and the CDC on McChord?

We do know about it and are looking at solutions. First, we want to make sure there are lights there, so as children walk to Carter Lake Elementary along Lincoln Blvd they can do so safely. There is also the possibility of adding a light. More to follow on this, and we will give a more thorough answer at the next update.

Madigan

1 Are the Winder & Puyallup Clinic Pharmacies still open for people who are assigned there?

The Winder Clinic and Puyallup pharmacies are not open. Right now the Madigan Drive Through is the primary pharmacy venue, or it's recommend patrons research the Express Scripts option.

2 If we choose to do off post prescription why do we have to pay the high charge of perceptions? Those lines at Madigan are long. An example is inhalers aren't cheap for myself and my son.

The cost is a quite reduced compared to market prices, but these are not market price costs – prices are standardized across the board so there is no variation or price gouging. The cost for Express Scripts also includes the costs of mailing and other operational expenses. Many people find the costs to be nominal for the convenience of having them delivered direct to your door.

3 When are outpatient surgeries going to resume

Elective surgeries are resuming at a soft-opening rate and are being prioritized for those who were already in the queue. There's no need to contact anyone, the Madigan team is reaching out to make contact. We will keep opening services in stages as conditional requirements are met.

4 Can we talk about the depression rates, which are soaring?

We have not seen skyrocketing depression rates. As a whole, people are experiencing frustration, anxiety, and the unknown of where do we receive answers to our questions.

Madigan and other JBLM organizations have been working hard to provide forums and videos to help provide current, valid information to alleviate some of these stressors. Try to look at the silver linings – we are able to reconnect with our Families and focus on mind-body health.

For those needing support, we have multiple resources.

If you are experiencing a crisis or emergency, please call 911.

A. [DPFR Family Advocacy Program](#)

- Visit [JBLMFamilyAdvocacy.timetap.com](https://jblmfamilyadvocacy.timetap.com) to sign up for a class
- Call 253-967-5901 to speak with a Family Advocacy team member
- Call the JBLM SafeLine: 253-966-SAFE (7233)

B. [Military & Family Life Counselors \(MFLC\)](#)

- On JBLM Main & JBLM North, call 253-293-2223
- On JBLM McChord Field, call 253-293-9353

C. [Chaplains](#)

- Reach out to your unit-assigned Chaplain. If you do not know who that is, call 253-967-3718.
- Schedule counseling with the Family Life Chaplain Counseling Center by contacting CH (MAJ) Briand Osborn at 253-967-1723.
- Reach the On-Call Duty Chaplain outside regular duty hours: 253-967-0015.

D. [Behavioral Health](#)

- If after hours and need behavioral health care, go to the Madigan Emergency Room or call 911
- See your PCM or call the Puget Sound Military Appointment Center at (800) 404-4506.
- [Child and Family Behavioral Health Services](#) (CAFBHS): 253-968-4843.

Note: The CAFBHS accepts self-referrals for couple's therapy ONLY. See your PCM for a referral for individual therapy or medication management.

E. [Additional Resources](#)

- [Military OneSource](#): 800-342-9647
- [Suicide Prevention Lifeline](#): 800-273-8255
- [Real Warriors](#): 800-966-1020

5 When will Madigan Start Antibody Testing?

Madigan will most likely receive the first series of tests around the first part of June. Stay tuned for more information.

MWR – Childcare & Recreation

1 If I am minimum mission essential right now, and will still be mission essential, will my child still have care?

If you're currently enrolled as minimum mission essential, you will not lose care at this time. When operations return to "normal," child care priorities will be reset. Priorities for care will be given in the following order: Single Military Member, Dual Military Members, and Military Member with Working Spouse.

2 Question about childcare. School employees are working spouses but are working from home. Are we considered working spouses? Will childcare be offered to us?

Yes, you're a working spouse. Please bear with us as we're working through the priority categories to see who we can bring back to care first. If you previously had care and are eligible to receive care in Phase 1, you will be contacted by CYS.

3 I work for a college and every time I go into parent central they assume I am a student because my pay stub has a college logo. How do I know if I am listed as a working spouse and not a student?

As you go through the registration process with the Parent Central team, your eligibility category is reviewed based on many factors. If you think yours is incorrect and would like to have it re-evaluated, please contact [Parent Central](#) at 253-966-2977. They're currently reassessing spaces for a Phase I reopening and are returning messages as soon as they can. You may also send a DM via Facebook to [JBLM MWR](#) and they can help facilitate contact with them.

4 When will the Russell Landing marina open?

The Russell Landing Marina will reopen Wednesday, 13 May for mooring, fishing licenses & limited retail.

5 Can I fish on JBLM yet?

Yes! Fishing reopened on base Tuesday, 5 May. Please observe social distancing and state regulations, to include a valid fishing license (available at Russell Landing Marina, Wed-Sun). Fishing also opened statewide on Monday, 4 May.

6 When will the Northwest Adventure Center (NAC) Open?

The Northwest Adventure Center does not have a reopening date at this time. For a full list of MWR facilities that are reopening in phases (when it's deemed safe to do so), please visit <https://jblm.armymwr.com/promos/covid>

7 Do you need volunteers for NAC?

The Northwest Adventure Center is currently closed; however, the installation is always looking for volunteers. Our Installation Volunteer Coordinator is Lori Parker - she can be reached at 253-967-2324 or via email at lori.j.parker2.civ@mail.mil. Please contact her if you are interested in volunteering on JBLM.

8 With the shooting range open when will firearm registration for on post resume?

Firearm registration has reopened. Visit <https://home.army.mil/lewis-mcchord/index.php/my-Joint-Base-Lewis-Mcchord/all-services/vehicle-weapon-registration> for instructions on how to register your weapon/s.

Better Opportunities for Single Service members (BOSS)

1 Do you have flyer to share about the upcoming t-shirt design contest?

The BOSS Team is currently finalizing details and will have information to share soon. Please stay tuned to their [Facebook page](#).

Housing

1 For Lincoln military housing: How would someone in Eagleview get an air conditioner? The way the air is in this housing community, it gets super-hot and if other communities are getting air conditioning how are we not?

If a resident is in need of an air conditioner in the home, please reach out to your community office to obtain the air conditioning request form. Unfortunately Lincoln does not provide portable air conditioners, but residents are always welcome to install their own. The form will walk you through the process on which AC units you are authorized to install in housing.

Commissary

1 Are face masks still in effect to enter the Commissary?

Yes. They are required in Commissaries worldwide, and DECA has recently announced they will begin symptom-checking employees soon.

2 Will the commissary web pages be updated so we can check those before heading to the stores to see what has or has not changed?

Yes - the Lewis Main Commissary representative has let us know they will be working closely with McChord to synchronize updates.

Exchange

1 When will the barber shops open on JBLM?

There is no confirmed date for when barber shops and salons will reopen at this time. Check the [JBLM Exchange Facebook page](#) for updates as they are released.

2 When will flower shops open again?

We cannot guarantee whether the current flower shop will reopen prior to the renovation of that area. Moving forward, there will not a full-service florist in the Exchange, but a short term concession will be established to help meet the needs of our customers for specific holidays.

3 Will these food facilities that are closing on May 8 be opening up in the new food court that is set to open up this summer months?

Those closures are permanent. The new food court will open as we have the ability to open new facilities, both direct and concession. After Starbucks, the first 2 open should be Subway and Charley's followed by Arby's. Depending on travel and construction the Slim Chickens will open when we can get it finished. Aunty Anne's should be the first concession food open. Sarku and Ming Tree Sushi will complete their build out once the food court is turned over to us and they will open when that is complete (sorry, no timeline). Down the road as construction of the whole project is nearing the end, Wahlburgers location will be turned over to the concession to complete their build out and open. This one will be the last and will be a ways down the road as that location has the last piece of construction in it.

**Do you have a topic or issue you would like to be addressed
at the June JBLM Sound Living Summit?**

Submit your questions through our [online feedback form](#).