

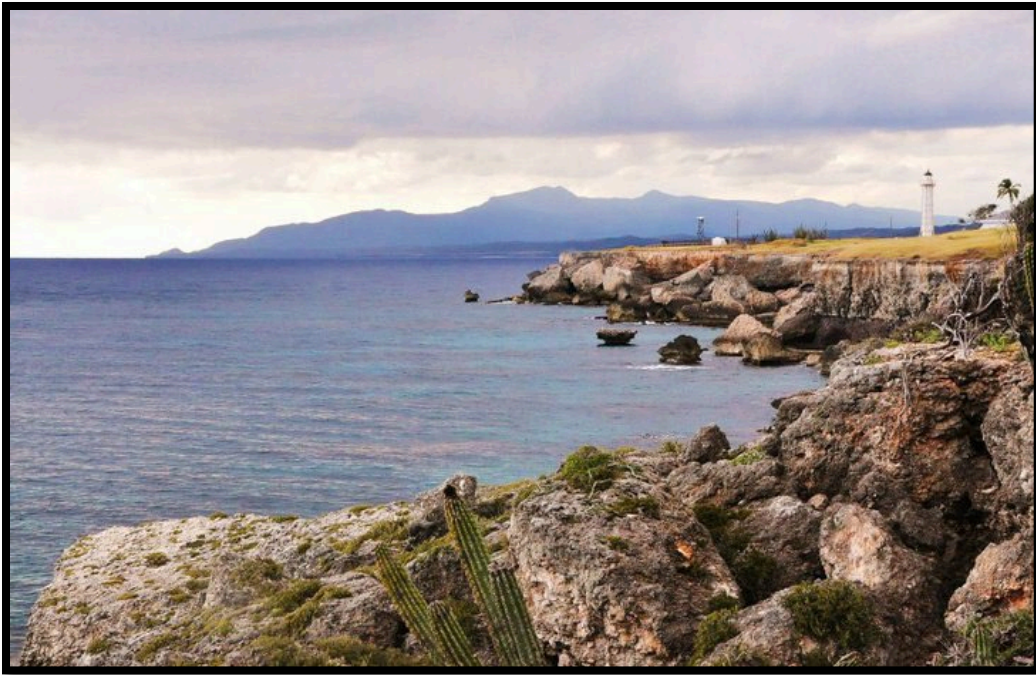
# Fleet and Family Support Center Guantanamo Bay

Fleet and Family Support Center  
PSC 1005 Box 29  
FPO, AE 09593  
Phone: 757-458-4141/4153  
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## **WELCOME ABOARD GUIDE 2023**

**CONGRATULATIONS ON YOUR ORDERS TO  
U.S. NAVAL STATION GUANTANAMO BAY (NSGB), CUBA**



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**NSGB is the oldest overseas U.S. Naval Station  
and the only U.S. Station on communist soil.**

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# **Captain Samuel White**

Commanding Officer, U.S. Naval Station  
Guantanamo Bay, Cuba



Welcome to Naval Station Guantanamo Bay!

Whether you're a member of the armed forces, a civilian employee, a contractor, or a family member, you're now a vital part of America's longest-serving overseas military base.

Naval Station Guantanamo Bay is a sustainable and persistent forward presence, the only U.S. forward-operating base in the Caribbean, the gateway to the Gulf of Mexico, and the premier southern-most deep-water U.S. naval base in the western hemisphere. We host and enable all branches of the U.S. military, plus several interagency and international partner organizations.

Maintaining our forward presence requires us to provide an exceptional quality of life for residents: Guantanamo Bay's MWR programs and facilities, food services, and environmental projects are regularly recognized as being among the Navy's best. We have excellent educational services, fantastic weather year-round, and a range of services for individuals and families. I encourage you to take advantage of the many opportunities for personal growth and leisure available, and make the most of your time at this amazing base. This package has plenty of information and contacts to help get your NSGB adventure underway. Best wishes for a safe, exciting, and productive tour!



## HISTORY OF GUANTANAMO BAY

Located on the southeast corner of Cuba, Guantanamo Bay's strategic location and topographic properties have made it a valued possession of maritime powers since the 15th century. Christopher Columbus landed at the Bay on his second voyage to the Americas, and was later contested by the empires of England, France, and Spain.

In 1898, the Bay was taken by U.S. forces and their Cuban allies for use as a forward-operating base in their effort to wrest Spanish control of the island. In 1903, the United States leased 45 square miles of land and water at Guantanamo Bay, from the newly-independent Cuban government, to be used for fleet sustainment by the growing US Navy.

A 1934 treaty reaffirming the lease granted Cuba and her trading partners free access through the Bay, modified the lease payment from \$2,000 in gold coins per year to the 1934 equivalent value of \$4,085 U.S. dollars, and added a requirement that termination of the lease requires the consent of both the U.S. and Cuban governments, or the U.S. abandonment of the base property.

Base relations with Cuba remained stable and did not significantly change until the Cuban Revolution in the late 1950s, with United States and Cuban relations steadily declining as Revolutionary leader Fidel Castro aligned with the Soviet Union. The United States severed diplomatic ties with Cuba in 1961, and in 1964 Castro cut off water and supply avenues to the base: since then, Naval Station Guantanamo Bay has been self-sufficient, with its own power and water sources.

During its long history the base's activities have at times included fleet training, ship repair, refueling and resupply, migrant operations, regional humanitarian relief and disaster assistance, search and rescue support, and detention operations. Today it remains the forward, ready, and irreplaceable U.S. sea power platform in the Caribbean, giving decision makers unique options across the range of military and interagency operations.

## WELCOME ABOARD GUIDE (updated January 2023)

\*This welcome aboard package will be updated quarterly.

### US NAVAL HOSPITAL GUANTANAMO BAY COVID-19 TRAVEL/ ROM MEDICAL GUIDELINES (updated 18 April 2022)

For more information: <https://guantanamo.tricare.mil/Patient-Resources/COVID-19>  
or COVID-19 Hotline at 7-2670 (757) 458-2998 Option '1' extension 72670

#### **INBOUND to Naval Station Guantanamo Bay**

Effective July 8, 2021, ALL passengers (age 2 and older) inbound to U.S. Naval Station Guantanamo Bay, Cuba (regardless of country of origin, travel route, "Official/Unofficial Travel" category or individual COVID-19 vaccination status) are required to test for COVID-19 within 72 hours of departure to NSGB. Under current Air Mobility Command guidance, home tests that meet CDC criteria are accepted. See details and a list of COVID-19 CDC International Travel Compliant tests accepted for use under AMC guidance COVID-19. Because individuals who have had COVID-19 may continue to test positive for up to 90 days, previously positive and recovered individuals may travel without a COVID-19 test within 72 hours. To be admitted for travel by AMC staff without a COVID-19 test within 72 hours, each COVID-19 recovered individual, must present written documentation from treating physician which includes initial COVID-19 positive results and a letter that indicates: date of symptoms onset; start of the 90-day period; that the traveler has recovered. The letter must be signed and on letter head containing name, address and phone number of the provider. For details on all protocol and procedures, see complete Travel, Restriction of Movement, Isolation, and Quarantine Medical Fact Sheet at <https://guantanamo.tricare.mil/Patient-Resources/COVID-19>.

#### **Upon ARRIVAL at NSGB**

No COVID testing for passengers upon arrival at NSGB. Unvaccinated personnel are required to ROM for 5 days regardless of pre-flight test results. Upon completion of 5 day ROM, unvaccinated personnel must test prior to release. Instruction for release testing will be provided to you upon arrival. Children age 12 and under, regardless of vaccination status, are not required to ROM upon arrival at NSGB. Paperwork that must be completed during that period will be delivered to your doorstep without contact. These requirements are subject to change, check with your sponsor if you have questions. This policy will remain in effect until further notice. If you have questions about the policy or procedures, call the COVID-19 Hotline at 7-2670 (757) 458-2998 Option '1' extension 72670. Buses pick up passengers at the terminal and drop off at Leeward Ferry Landing. Passengers will board the ferry for transport to Windward Ferry Landing. Sponsors can pick up passengers at Windward Ferry Landing.

LUGGAGE: Passengers' luggage will be available for pickup outside the terminal. Bags not retrieved will be brought to Windward Annex at 1530 (3:30p.m.).

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## 1. PERMANENT CHANGE OF STATION (PCS) ORDERS

Please review your PCS orders immediately upon receipt to ensure awareness and understanding of all applicable entitlements to include current household goods weight restrictions and allowances, military pay and allowances, and additional information as may be necessary. Ensure details regarding family members are up-to-date and accurate prior to separating from your detaching command. Save electronic copies of important documents (e.g., PCS orders, Area Clearance/Dependent Entry Approval) and make plenty of hard copies as they will be needed when checking in. Make sure your orders are endorsed before leaving your prior command with a check-out date. You must report with your current/updated page 2. Military members authorized to leave dependents in the states need to ensure they obtain a Dependent Designated Place Letter from their chain of command and turn it in to PSD within 30 days of arrival at NSGB, to ensure the military member will continue to receive stateside Basic Allowance for Housing (BAH) for dependents.

- **Essential documents:** PCS orders, military identifications, passports, airline tickets, entry approvals, birth certificates, adoption records, household goods inventory, car titles/shipping paperwork, medical records (with immunizations), pet records, school records, social security cards, valid stateside driver's license, marriage certificate, and cash on hand.
- **Additional documents:** Records/appraisals for high-value items, mortgage papers, wills, banking records, enough checks for 90 days, insurance policies, school diplomas/transcripts, and employment records/certificates.

## 2. PERSONAL PROPERTY OFFICE (PPO)

### CONTACT INFORMATION

**Personal Property Office: 757-458-4206/4495/4735**

**Hours of Operation: Monday- Tuesday- Thursday- Friday 0730 – 1630**

**Closed: Wednesday (for training)**



Read Defense Transportation Regulations (DTR) Part IV Appendix B page 15, which delineates the responsibilities of packers/movers toward customers. In order for accompanied personnel to be able to ship Household Goods (HHG) to NSGB, you must be provided a Dependent Entry Approval (DEA) from the Housing office on island. HHG shipment is not authorized until DEA reflects you have been assigned permanent housing. Origin office must contact the shipment management section at [jppso\\_se\\_shipment@navy.mil](mailto:jppso_se_shipment@navy.mil) and provide advance notification that HHG shipment is intended for further transfer to NSGB. Address for barge contractor is: Portus, 8693 Maritime Street, Jacksonville, FL 32226.

Non Temporary Storage (NTS) is available at origin only. NTS is not available at NSGB. You are entitled to store items you cannot or do not wish to ship, for the entire duration of your tour (see your origin Personal Property Office). All quarters are SMALL for both accompanied and unaccompanied personnel. Contact NSGB Housing to determine the size of housing available in order to plan what you will ship and what will go into storage. The Government will not re-ship to CONUS for storage. Storage and shipment will be member's sole responsibility. PPO cannot ship or reimburse the customer.

During the check-in process at NSGB, make sure you visit the PPO in bldg. 752 2<sup>nd</sup> floor and let them know that you are expecting HHG shipment. PPO will need: DD 1299 (Application for Shipments and/or Storage of Personal Property), PCS orders, and inventory sheets for all shipments inbound to NSGB.

<b>Transit Times</b>	
<b>Household Goods Shipments (HHG)</b>	<b>Unaccompanied Baggage (UB)</b>
HHG: East Coast and Mid States 78 Days	UB: East Coast 36 Days
HHG: West Coast 85 Days	UB: Mid States 40 Days
HHG: OCONUS 100 Days	UB: West Coast 45 Days
	UB: OCONUS 60 Days

**3. PRIVATELY OWNED VEHICLE (POV) SHIPMENT**

<b><u>CONTACT INFORMATION</u></b>	
<b>PORTUS/ Blount Island/ Jacksonville</b>	<b>Government POC</b>
Phone: 904-751-1845	Phone: 904-751-8886
Fax: 904-751-1828	Fax: 904-751-8887

The member should start the process by visiting PCSmyPOV.com for information on how to prepare your vehicle for shipment and the documents you will need to provide when turning your vehicle in for shipment. They include but are not limited to travel orders, driver’s license, and proof of insurance, color photo copy of the driver’s license for all listed on the registration, ID and lien holder letter, if applicable. Service members must provide documented proof that there are NO OPEN RECALLS before your vehicle will be accepted for shipment at the VPC. POVs shipping to Guantanamo Bay can be delivered directly to the water port terminal, Schuyler Lines/PORTUS 8998 Blount Island, Jacksonville, FL 32226 or schedule an appointment through PCSmyPOV.com to drop off at the location nearest you. Call prior to arrival to confirm hours of availability, last minute instructions, and driving directions.

**4. HOUSING: ACCOMPANIED**

**CONTACT INFORMATION**

**Hours of Operation: Monday, Tuesday, Wednesday & Friday 0730-1630**

**Thursday: 0730-1200**

**Phone: 757-458-4172**

**Email: CNIC\_SE\_GNBY\_N93\_HOUSING\_ACCOMPANIED@us.navy.mil**

Military personnel, DoD civilian employees, and DoD-sponsored civilian employees on PCS orders to include Contractors and Department of Defense Education Activity (DODEA), or Duty Under Instruction (DUINS) are eligible for Navy housing. Eligibility does not ensure availability of, or assignment to Housing.

<b>Before housing can be assigned, the following documents are required:</b>	
DD1746 Housing Application	PCS Orders reflecting an accompanied tour
In transient email address	Sex Offender Disclosure Form
Pet Registration Form	Dependency Verification

- Custody verification for children, members who have joint legal and physical custody of dependent children for at least 9 months of the year will be considered for appropriate bedroom eligibility, if applicable.

- Supporting documentation for impending promotion or gain of dependents, if applicable
  - NSGINST 1754.1B- Age Summary Matrix (must be signed).
- Email all documents to: [CNIC SE GNBY N93 HOUSING ACCOMPANIED@us.navy.mil](mailto:CNIC_SE_GNBY_N93_HOUSING_ACCOMPANIED@us.navy.mil). All documents must be received before Housing will be assigned. Dependent Entry Approval (DEA) will be issued once housing has been assigned. House assignments are based on member’s paygrade and family composition. The waiting period for quarters varies depending on the time of year.
- DEA will be released 60 days prior to arrival for personnel transferring from shore commands and 90 days prior to arrival for personnel transferring from a ship or overseas command.
- The DEA is not required before scheduling a household goods pack out.
- DEA must be presented to air terminal personnel when dependents are traveling to the island and before entering the base.
- Family housing residents are permitted to keep two domestic pets in their assigned unit. All pets must be registered with the NSGB Veterinary Treatment Facility.
- Washer, dryer, microwave, stove/oven, and refrigerator/freezer are included in all units. Temporary furniture is provided for accompanied housing until household goods arrive. Fleet and Family Support Center (FFSC) lends hospitality kits that include kitchen essentials (pots and pans, dishes, cups, utensils) and small appliances (coffee maker, toaster, irons). The kits can be checked out for two months and extended as needed until your household goods arrive. Lawn mower, wheelbarrow, weed-eater and string, extension cord, lawn edger, post hole digger, steam cleaner, refrigerator water filter, pest control items, electric trimmer, pick, rotary tiller, garden hoe, floor buffer, and vacuum cleaner are available at the Self-Help Store for your use.

<b>Supplies Needed Upon Arrival (not provided by housing)</b>	
Bed Sheets & Pillows	Towels
Pet Supplies	Kids Essentials

**The NEX selection of items is limited.**

Call 757-458-4486 to see if the items you need are available. Some items can be found at the Thrift Store (Trading Post). Other items can be ordered online before (sent to your sponsor’s address) or after arrival. The Navy Exchange Furniture Store carries a limited selection of furniture and small household items such as mirrors and area rugs.

## 5. HOUSING: UNACCOMPANIED

### CONTACT INFORMATION

Phone: 757-458-5144/4917/4287

Email: [usn.gtmo.navstagtmobaycu.mbx.n93-uh@mail.mil](mailto:usn.gtmo.navstagtmobaycu.mbx.n93-uh@mail.mil)

**Documents Required:** Orders and Unaccompanied Housing Application Packet. The Unaccompanied Housing (UH) office reaches out to all known incoming personnel providing all required forms that make up the UH packet. Returned documents, with digital/wet signatures, are then compiled into a single PDF file and made ready when personnel arrive on the installation for checking in at the UH office. In having these two simple actions completed prior to arrival, incoming personnel can then go directly to their assigned units for a well-deserved rest completing their check in process on the next designated working day by visiting the UH housing office (bldg. 2295) to complete their UH Indoctrination and sign their official check in form.

***IMPORTANT TO KNOW: Do not ship furniture or items that you cannot store in your barracks room.***

What to bring	What is provided
<ul style="list-style-type: none"><li>• Personal items</li><li>• Kitchen gear: Pots and pans, Dishes, Utensils, Linen for full sized bed, Towels, Shower Curtains</li><li>• Small appliances: coffee maker, toaster</li><li>• Electronics: TV, DVD player, phone (cell phone service provided by T-Mobile ONLY)</li></ul>	<ul style="list-style-type: none"><li>• <b>Furniture:</b> Bed, night stand, lamp, and chest of drawers are provided in all units. Living and dining room furniture is provided where applicable. Government furnishing will not be removed to accommodate personal furnishings.</li><li>• <b>Appliances:</b> In units with kitchens or kitchenettes, range, refrigerator/freezer, and microwave are provided.</li><li>• <b>All facilities have laundry rooms</b></li></ul>

## 6. HOUSING: TEMPORARY LODGING FACILITIES

Navy Gateway Inn and Suites	Navy Lodge
<p><b>Phone:</b> 757-458-2040/2044 Fax: 757-458-2597</p> <p><b>Email:</b> <a href="mailto:usn.nsgb.ngis@mail.mil">usn.nsgb.ngis@mail.mil</a></p> <p><b>Website:</b> <a href="http://ngis.dodlodging.net/propertys/Guantanamo-Bay-NS">http://ngis.dodlodging.net/propertys/Guantanamo-Bay-NS</a></p>	<p><b>Phone:</b> 757-458-3103 ext. 601</p> <p><b>Email:</b> <a href="mailto:navylodge.guantanamobay@nexweb.org">navylodge.guantanamobay@nexweb.org</a></p> <p><b>Website:</b> <a href="https://www.navy-lodge.com">https://www.navy-lodge.com</a></p>

## 7. CIVILIANS AND CONTRACTORS

Please review all policies with your company's or command's Human Resources Department for any NSGB specific restrictions or guidelines. MEDEVAC insurance is required.

Seek medical coverage information to check how it could be affected overseas:

Military Retirees are not eligible for TRICARE Prime in an overseas location. VA Benefits cannot be used for care on NSGB, Medicare does not make payments for overseas care, etc.

## 8. RELOCATION ASSISTANCE

### CONTACT INFORMATION

Phone: 757-458-4141/4153/4049

**Military One Source:** <https://www.militaryonesource.mil/> for relocation information and resources.

**Military Installations:** <https://installations.militaryonesource.mil/>

**Military Installations:** Designed to support the mobile military life by providing quality-of-life information to military service members and their families when they relocate.

**Relocation Assistance Program:** Relocation professionals at the Fleet and Family Support Center (FFSC) can help you/your family plan by answering questions and providing access to resources related to moving. FFSC offers several classes and tools to help you embrace your new home. These offerings include hospitality kits, newcomer orientations, child care information, and employment resources for family members.

## 9. OMBUDSMAN

### CONTACT INFORMATION

NAVSTA 757-324-8111/ [ombudsmannsgb@gmail.com](mailto:ombudsmannsgb@gmail.com)

U.S. Naval Hospital 757-933-7938/ [ombudsman.usnh.gtmo@gmail.com](mailto:ombudsman.usnh.gtmo@gmail.com)

An ombudsman is a volunteer, appointed by the commanding officer, and the spouse of a NSGB service member. Ombudsmen serve as an information link between command leadership and families and are trained to disseminate information both up and down the chain of command. They provide information, resource referrals, and support to the NSGB community (including newcomers).

<b>10. INSTALLATION ACCESS REQUIREMENTS FOR TRAVEL TO NSGB</b>	
<b>Active Duty (AD) Military &amp; USCG stationed at NSGB:</b>	Common Access Card (CAC) & PCS Orders, TAD/TDY Orders or Approved Leave form
<b>USG Civilian (DoD) Stationed at NSGB:</b>	Passport & PCS Orders, TAD/TDY orders, or Approved Leave Form
<b>Dependent of AD Military, USCG, &amp; USG Civilian (DoD) Command Sponsored:</b>	Dependent ID card & passport, PCS Orders & Dependent Entry Approval
<b>Contractor &amp; Contractor’s Dependent Residents of NSGB (Official):</b>	Passport & SECNAV Form 5512/1, & Letter of Authorization (LOA)

Verify that all your documents are up-to-date and all IDs are valid at the time of departure. All military dependents, regardless of age, are required to have either a tourist or no-fee passport prior to arrival. Failure to provide these required documents will result in denied approval to board the flight. The installation Commander may grant visitation by friends and family members of base residents (sponsors) under specific guidelines. Persons traveling to NSGB must present two forms of identification, with one form being a valid U.S. passport, approved SECNAV 5512/1, and, if applicable, AMC letter for travel. Visitors are not permitted to stay in Unaccompanied Housing facilities without authorization from Housing.

**11. ENTRY CLEARANCE**

<b><u>CONTACT INFORMATION</u></b>		
<b>Entry Clearance hours of operation: Monday, Wednesday – Friday 0830-1100/1200-1600</b>		
<b>*Closed for lunch 1100-1200</b>	<b>Tuesday – CLOSED</b>	<b>Phone: 757-458-4151</b>



U.S. Citizens must provide (2) Forms of Identification, one being Social Security Number.
Form must be signed by Visitor not the Sponsor (A parent or legal guardian can sign for a minor)
Must be stamped by Housing department or NGIS/Navy Lodge prior to submittal at the VRO.
Sponsor Must be a designated person per Reference NSGB 5530.4H
U.S. Citizens take approximately 10 business days while Foreign Nationals and DUAL Citizens take approximately 45 business days.

**12. TRAVEL: GROUND TRANSPORTATION**

<u><b>CONTACT INFORMATION</b></u>	
<b>Jacksonville, FL</b>	<b>Norfolk, VA</b>
<ul style="list-style-type: none"> <li>• American Corporate Sedan &amp; Limo 904-994-4043</li> <li>• Airport Transportation 904-888-5100</li> <li>• Stellar Car Services 904-502-6458</li> <li>• ZTrip Cab 904-222-2222</li> </ul>	<ul style="list-style-type: none"> <li>• Norfolk Checker Taxi 757-855-3333</li> <li>• Yellow Cab of Norfolk 757-857-8888</li> <li>• Coastal Rides 757-855-4444</li> <li>• James River Transportation 757-963-0433</li> </ul>
<b>Approximate cost to/from airport is \$50</b>	<b>Approximate cost to/from airport is \$25</b>

*Off base transportation listings do not constitute endorsement by NSGB or the United States Navy.*

**13. TRAVEL: USO JACKSONVILLE AREA**

<b>NAS JAX USO CENTER</b>	<b>USO WELCOME CENTER Jacksonville International Airport</b>	<b>MAYPORT USO CENTER</b>
NAS Jax, Bldg. 1050 P.O. Box 108 Jacksonville, FL 32212-0108 Hours: Monday – Friday 0900 – 1700 Phone: 904-778-2821	Main Terminal, First Floor Hours: Monday – Sunday 0700 – 2300 Phone: 904-741-6655 *No overnight stay	2560 Mayport Road Atlantic Beach, FL 32233 Hours: Monday – Friday 0900 – 2100 Phone: 904-246-3481

#### 14. TRAVEL: USO NORFOLK AREA

NAS NORFOLK- AMC Terminal	USO WELCOME CENTER Norfolk International Airport Second level, Arrivals Terminal
Hours: Monday – Sunday 0600 – 0000 Phone: 757-445-2067	Hours: Monday – Sunday 0900 – 0000 Phone: 757-233-0567
*Uniformed naval personnel are on duty at the Airport Information Center located in the main lobby near the pedestrian bridge from 0600-0000 daily to assist incoming military and civilian visitors with questions regarding ground transportation to local bases. *Active duty military with ID receive discounted flat-rate ground transportation to military installations.	

#### 15. AMC TRAVEL

Patriot Express is a commercial aircraft that travels to Guantanamo Bay, Cuba from Naval Air Station Jacksonville (NASJAX) and back. Flights to NSGB are scheduled every Friday and every other Tuesday. Bring an extra copy of all your paperwork to check in for your flight. You will need your passport, AMC reservation, orders, and/or SECNAVFROM 5512 to gain access to NASJAX.

**Baggage Allowance:** Each passenger is authorized two pieces of baggage at no additional cost, not to exceed 70 pounds AND 62 linear inches (length/width/height) each. No item over 100 pounds, or 80 linear inches will be accepted except large garment bags, golf clubs, surfboards, snow skis, bicycles, fishing equipment, ruck sacks and/or musical instruments. Checked baggage exceeding the allowed weight criteria will be counted as an extra piece and may in no case exceed 100 pounds. Authorization for excess baggage must be annotated on the traveler's orders. Excess baggage is not permitted for Space "A" passengers. Certain military issued duffel bags, sea bags, B-4 bags, flyers kits, or diver's traveling bag up to 80 linear inches and/or exceeding 100 pounds may be considered a single baggage item, but the traveler's second item must meet baggage limits. Do not place valuables, medicine, or important documents in your checked baggage. Be sure your name and current address are on and inside your bags. Baggage ID tags are available at the passenger check-in counters.

**Carry-on Baggage:** Each passenger is authorized one carry-on item (e.g., small luggage, garment bags, and backpack) and one personal item (e.g., cosmetic case, purse, small boxes, and packages) for storage in the passenger cabin area. Carry-on baggage cannot exceed 45 linear inches. Carry-on baggage must fit securely under the seat or in the overhead compartment, if available.

**Documentation:** Passengers must have required documents for travel and present such at check-in. All passengers must have at least two forms of identification and one must be a photo ID: travel orders, ID card(s), passport/Visa (not required for Active Duty Military), and Dependent Entry Approval (DEA), if applicable.

<b>Traveling with Children</b>
Parents/sponsors are required to present either a Dependent ID Card for each child or a copy of the “sponsor page” on MilConnect. NAS JAX terminal has a “Kids Korner” where children are welcome to enjoy a space that is unique to their needs, including books, toys, and videos, and where parents can relax on the couches to watch TV
<b>Traveling with Pets</b>
Passengers traveling with pets must keep their pets inside their kennel/carrier at all times while inside the building. Service Animals are the exception and must have documentation from a licensed health professional. Pets must always be accompanied by owner. Hard-shell kennels must be used for large dogs and are transported in the cargo hold area; soft-sided kennels may be used for in-cabin transport and must fit under the seat in front of you. All kennels must be large enough for the pet to stand up, turn around, and lie down. AMC weight limit is 150 pounds: pet + kennel
<b>Travel Attire/Clothing</b>
Unless otherwise directed by your command or service, appropriate civilian attire can be worn on any flight. Please use good judgment and common sense to ensure clothing is safe, in good taste, and consistent with the customs of overseas country. Passengers should not wear open-toe shoes (i.e., sandals), revealing clothing, and/or tattered clothing.
*Flight schedules may change or cancel without notice

**16. PET TRAVEL**

**CONTACT INFORMATION**

**Naval Station Guantanamo Bay Veterinary Treatment Facility**

Hours of operation: M-W, F 0900-1200 and 1300-1600. Closed Thursdays for training. Closed on the last working day of the month for inventory. Closed for all federal holidays.

Phone: 757-458-2212/2101 Emergency On-Call: 757-933-7934

The military veterinarian is the only veterinarian available at NSGB. The vet clinic provides wellness, sick call, emergency, and surgical services. However, the surgical services are limited. If your pet is in need of an advanced surgical procedure (such as an orthopedic or ophthalmic surgery) or a dental cleaning, it is strongly recommended to have this performed prior to travel. Any laboratory tests that cannot be performed in-house at the vet clinic must be shipped off on a rotator flight, limiting the types of tests that can be performed. If your veterinarian has recommended that you see a specialist (such as a board certified dermatologist, internist, surgeon, etc.), you should complete that referral appointment prior to travel. The vet clinic does not offer pet sitting services. Pet owners are responsible for making pet sitting arrangements (friends, family, neighbors, etc.) when leaving NSGB for travel.

### **Pet Transportation**

Pet transportation is at owner's expense and is accomplished via AMC. The AMC pet fee is \$125.00 for pets less than 70lbs including the weight of their crate (for both in cabin as well as in cargo). If the pet (including the crate) weighs more than 70lbs, they will be charged as two (\$250.00). Fees are subject to change. AMC travel with pets requires that the pets have booked pet space. Requests will be handled on a first-come, first-serve basis. Confirmation before traveling is strongly recommended. You are responsible for your pet documentation, immunization, and border clearance requirements compliance and must defray any associated costs. All pets must be current on vaccinations and be accompanied with proof of vaccination.

### **Health Certificates**

Pets need a health certificate (DD 2209) and an airline letter of acclimation within 10 days of travel. The health certificate examination must be performed by a veterinarian to ensure that your pet is free of communicable and foreign animal diseases. It is recommended that this examination be performed by a military veterinarian, if possible. Typically, health certificates are offered by appointment only. A USDA endorsement is not required for entry to NSGB.

### **Rabies Vaccine**

Pets over the age of 12 weeks must have a current rabies vaccination and certificate (DD 2208) in order to travel. If the vaccine expires during your travel or shortly thereafter, it is recommended to update this vaccine prior to travel. There is not a waiting period after vaccination prior to entry to NSGB.

### **Other Vaccines**

Dogs are required to be up-to-date on the distemper/adenovirus/parvovirus (DAP or DA2PP) vaccine prior to travel. It is strongly recommended that dogs also be up-to-date on leptospirosis and

Bordetella/parainfluenza (kennel cough) vaccines prior to travel, but this is not required. Cats are required to be up-to-date on the feline viral rhinotracheitis, calicivirus /panleukopenia (FVRCP) vaccine.

### **Microchip**

Microchips are required for all pets traveling to NSGB.

### **Flea/Tick Prevention**

NSGB is located in a Caribbean climate. It is strongly encouraged that pets be on flea and tick prevention prior to travel to avoid contracting flea and tick-borne diseases.

### **Heartworm Prevention**

There is a large mosquito population on NSGB. The overall heartworm disease risk is unknown, as studies have not been conducted. However, the mosquito vector is present and feral dogs living on NSGB have tested positive for heartworm. Therefore, it is strongly suggested that all dogs and cats be placed on heartworm prevention prior to travel and maintain prevention during their time at NSGB.

### **Spay/Neuter Requirements**

All dogs and cats over 2 years of age must be spayed or neutered prior to arrival at NSGB. If your pet has a valid medical reason for not being spayed or neutered, have your veterinarian contact the NSGB veterinarian; documentation outlining the medical condition will be required.

### **Kennel Requirements**

The airline kennel must be large enough to allow your pet to stand up without his or her head touching the top of the kennel, turn around completely, and lay down comfortably. In addition, you will need to provide your pet with fresh water during the flight with an airline approved kennel water dish or bottle. You are encouraged to freeze the dish halfway full of water the night prior to the flight, so that if any water spills during takeoff, then the frozen water will slowly thaw out to provide fresh water during the flight. For specific airline kennel requirements, please contact your airline directly.

### **NSGB Pet Regulations**

Pets must be registered with the vet clinic within 14 days of their arrival. Pets must be housed indoors, including cats. Animals must be under owner control when outside, either on a leash or in a contained fenced area.

### **Important On Station Pet Regulations**

1) Maximum of two pets per sponsor/household; no breed restrictions at this time. Exceptions to this policy must be approved by the Station Commanding Officer.

- 2) AMC travel with pets requires that the pets have booked pet space and can only travel in conjunction with Permanent Change of Station (PCS) orders. Confirmation before traveling is strongly recommended.
- 3) All pets must be current on vaccinations and be accompanied with proof of vaccination.
- 4) All pets must be microchipped.
- 5) Pets need to be registered with the vet clinic within 14 days of their arrival.
- 6) Pets are not allowed in the unaccompanied quarters.
- 7) Pets must be housed indoors, including cats. Animals must be under owner control when outside, either on a leash or in a contained fenced area.

## 17. PERSONNEL SUPPORT DETACHMENT (PSD)

### CONTACT INFORMATION

**Hours of Operation: Monday – Friday      0800-1045 and 1200-1545**

**Phone: 757-458-4113/4460**

**Checking-In:** PSD NSGB relies solely on Command Pay and Personnel Administrators Coordinators (CPPAs) and Transaction Online Processing System (TOPS) to process all military members’ paperwork. Gain packages are due to PSD for processing, and are considered late if processed after 4 days, including weekends. Submit travel claims to your CPPA.

**CAC cards:** To schedule an appointment for a new CAC, visit <https://idco.dmdc.osd.mil>.

Housing Allowances	Dislocation Allowances Dependent DLA
Single Basic Housing Allowance (BAH): Not authorized on NSGB. All single military members will be assigned Government Quarters.	Accompanied members or members whose families were relocated during PCS move, shall fill out a DLA statement and provide a copy of previous Page 2/RED DA. If you received advance DLA you are required to fill out a DLA statement.



<b>Married BAH</b>	<b>Single DLA</b>
Unaccompanied members may request BAH based on dependents location. Required documents are: a current lease, Dependent Designated Place Letter (from your NSGB command), and two utility bills.	Not authorized on NSGB. All military members will be assigned Government Quarters upon reporting.  <b>Family Separation Allowance (FSA)</b> Military members are authorized to bring their families to NSGB, so you are not authorized FSA.
<b>BAH Differential</b>	
Provide PSD all court order documents that state Joint Physical or Legal Custody to be entitled. Overseas Housing Allowance (OHA): If your dependents reside overseas, you shall submit the following documents: OPNAV N130 OHA Approval, Lease/Mortgage/Utility Documents, OHA Certificate (DD Form 2367) signed by a designated Housing Manager, and Updated NAVPERS 1070/602 (Page 2/RED DA).	<b>The only exceptions to receiving FSA are</b> - JTF Reserve Component military that are married / joint custody of children are authorized FSA. - If your family is not authorized to move to NSGB due to Exceptional Family Member Program (EFMP). - If a military member gets married in route or after he/she reports to NSGB and the spouse does not move to NSGB. - For FSA cases, contact your command CPPA for special cases

## 18. U.S. NAVAL HOSPITAL GUANTANAMO BAY

### CONTACT INFORMATION

**Billing Hours of Operation:** Mon & Friday 0800-1600; Tues, Wed, Thurs 0800-1230

**Mailing Address:** U.S. Naval Hospital Guantanamo Bay PSC 810 Box 185 FPO, AE 09589

**Website:** <https://guantanamo.tricare.mil>

**If calling from stateside, please dial 757-458-2998 then the 5-digit extension 72610 or 72230.**

Emergency Room: Call 911 for emergency cases requiring ambulance	72690 or 72670
MEDEVAC	72019
Multi Service Ward	72450
Occupational Health Clinic	72995
Optometry Clinic	72250
Overseas Screenings	72070
Patient Accounts	72230/72074
Patient Records	72350/72121

Pharmacy	72190
Pharmacy Refill Line	72930
Physical Therapy Clinic	72940
Primary Care Clinic	72944
Quarterdeck	72360
Referral Manager	72273/72333
Specialty Clinics	72410
Appointments	72110 or 72944
Behavioral Health Clinic	72650
Dental Clinic	72239

Outpatient Care	Inpatient Care	After Hour Care
Emergency Medicine, Family Medicine, Internal Medicine, Physical Therapy, Optometry, OB/GYN, Occupational, Health, General/ Comprehensive Dentistry, Behavioral Health <b>Ancillary:</b> Laboratory, Radiology/CT, Audiograms, Immunizations Other specialties are brought as needed (i.e. Ear, Nose, and Throat (ENT), Gastroenterology, Dermatology, Urology, Orthopedics, Radiology, Ophthalmology, Podiatry, etc.)	Inpatient care is limited and provided in support of routine surgery.	24-Hour Emergency Department

<b>Urgent/Emergent</b>	Patients requiring medical care beyond the capabilities of the hospital are transferred via aero medical evacuation to the U.S. for further evaluation and treatment. All non-active duty patients and dependents are strongly encouraged to visit to the MEDEVAC section under Patient Services on our website <a href="https://guantanamo.tricare.mil">https://guantanamo.tricare.mil</a> to learn more about whether or not your TRICARE or insurance plan covers MEDEVAC, and how to obtain additional coverage if needed. MEDEVAC from Guantanamo can cost \$30K+.
<b>Radiology</b>	The radiology department does not provide mammography examinations. Women 40 and older (annually) and women 39 and younger with a family history of breast cancer must obtain an examination before reporting to Guantanamo Bay. Check with your health care provider. Women requiring a mammogram during their tour will require stateside care.
<b>Allergy Care</b>	Facilities for diagnosing and treating allergy problems are extremely limited.
<b>Dental Care</b>	The scope of available services is fairly broad and includes routine services in operative dentistry (fillings), prosthodontics (crown and bridge work), endodontics (root canal), oral surgery (wisdom teeth), and oral hygiene. The access to care is limited by a modest dental staff size and the large military and civilian population on-island. Non-DOD contract personnel have access to treatment on a space available, fee-forservice basis, as there is no off-base alternative. Patients are encouraged to have all their dental work

	completed before arrival at NSGB. Orthodontic treatment, Implant treatment, or complex pediatric care are not available. Patients requiring orthodontic treatment, implant treatment, or complex pedodontic care should be disqualified for PCS move to NSGB (class three and higher). Complex, active periodontal (gum disease) treatment should be completed before PCS to NSGB and the patient placed on maintenance prior to arrival. All patients should be screened and treated before departure with these limitations in mind. After hours, emergencies are triaged through the hospital's Emergency Room and transferred to the Dental Department.
<b>Pharmacy</b>	It is recommended to have a 90 day supply of medication. If a person is taking a unique medication, it is suggested they contact the pharmacy prior to arrival.

<b>Patient Account Information</b>	
	All base residents (DoD civil service, contractors, visitors, and any others not covered by TRICARE) who receive care at the hospital are billed for that treatment. Patients are urged to fully understand the reimbursement policies of their health insurance provider. Individual patients are responsible for all costs not covered by insurance and the hospital is obligated to recoup 100% of what is billed to a patient (either from the patient and/or an insurance provider). USNH GB will not bill insurers on behalf of paying patients. All patient billing is centralized through the Uniform Business Office (UBO) at Naval Hospital Jacksonville, FL. Paying patients will receive bills from the Centralized Receivables Service (CRS). The USNH GB Uniform Business Office, located on the first deck of the hospital just outside the galley entrance, will be open to answer patient questions, print out patient bills, and provide billing guidance as needed. Payment options: cash, check, credit card, debit card, or PayPal via <a href="http://www.pay.gov">www.pay.gov</a> . Patients must have a patient account number to make payments through pay.gov.

**19. TRICARE BENEFICIARY SERVICES**

<b><u>CONTACT INFORMATION</u></b>
<b>Hours of operation:</b> Monday - Friday 0730-1600
<b>Location:</b> U.S. Naval Hospital, 1st floor, Rm 122
<b>Phone:</b> (757) 458-2998 Option 1, Ext 7-2017

TRICARE is the Department of Defense's worldwide health care program available to eligible beneficiaries from any of the seven uniformed services. Eligibility for TRICARE is determined by the services and information maintained in the Defense Enrollment Eligibility Reporting System (DEERS). Eligibility for TRICARE coverage can be verified at the TRICARE Service Center. Enrollment in TRICARE is not automatic. Sponsors need to fill out a DD2876-3 FORM and bring orders to the TRICARE office in order to enroll self and/or family members in TRICARE. For details on eligibility, enrollment, cost, and coverage options visit [www.tricare.mil](http://www.tricare.mil) or contact your regional contractor.

**Disclaimer:** *This information on TRICARE is specifically for Active/Retired Military and their dependents. Medivac coverage is needed for Retired Military, contractors and all other base employees who are not active duty military sponsors or their command sponsored family members.*

**20. MILITARY POST OFFICE**

**CONTACT INFORMATION**  
**Hours of Operation: Monday – Friday 0900 – 1530**  
**Phone: 757-458-4970**  
**Location: Off Sherman Ave. Building 834**

All personnel transferring to NSGB must complete a CHECK-IN card at the post office upon arrival to be assigned a personal mailing address. Sponsors may request a personal mailing address in advance for new personnel transferring to NSGB at the Post Office. A copy of their orders, contract or LOA will be required. Authorized dependents will share the same mailing address.

**\*Incorrect addressing is the #1 cause of delayed mail delivery\***

Services Provided	Weight	Time:
First Class Mail	13oz or less	7-14 days
Standard Mail	130" max girth / 70lbs max weight	14-21 days
First Class Priority	Up to 70lbs	

Priority Express mail services not available at this time.

Premium services (Money Orders, Certified, Registered, Insured >\$500)

**Outgoing mail MUST be received and processed no later than 1400 the day before flights**

Mail Flights	Mail call:	Mail Box Locations
<p>Mail arrives on AMC cargo flights on Tuesday and Friday.</p> <p>Please plan accordingly when shipping items to NSGB ahead of your arrival.</p> <p>To track a package, go to <a href="http://www.usps.com">www.usps.com</a> or text tracking number to 2777 and get an update status within 30 seconds.</p>	<p>Mail will be picked up by your command's authorized mail orderly at the Post Office during mail call hours: T-TH 1300-1500.</p> <p>Mail will be distributed to you via your command.</p>	<p>Letter less than 13oz may be deposited into drop boxes located throughout the base:</p> <ul style="list-style-type: none"><li>• NEX/Commissary Atrium</li><li>• Hospital (main entrance)</li><li>• Marine Hill (bus stop)</li><li>• Post Office (drive up or inside)</li><li>• Bulkeley Hall (parking lot)</li><li>• Air Terminal (wall near Subway) only picked up on flight days)</li></ul>

## 21. VEHICLE REGISTRATION OFFICE (VRO)

### CONTACT INFORMATION

**Badging Office Hours:** Monday, Wednesday (lunch 1100-1200) 0800 - 1600 & Friday 0800-1200

**Badging Office Phone Number:** 757-458-4151

**Vehicle Registration Office Hours:** Tuesday and Thursday 0800-1600 (lunch 1100-1200)

**Vehicle Registration Phone Number:** 757-458-4359

### Vehicle Registration

**Bring the following documents to Vehicle Registration Office (VRO) – BLDG 2153:**

1. Valid Drive License
2. Proof of ownership (vehicle title), notarized bill of sale, or lien letter.
3. Current insurance in your name that shows the vehicle is insured on NSGB (must say NSGB specific).

Once verified, a Temporary Registration Pass will be issued. Bring the pass to Schuyler Services (BLDG 6) to pick up vehicle. Bring the vehicle to the VRO to complete the vehicle inspection (FREE of Charge). Once complete, you will receive a license plate and a copy of registration.

## 22. BANKING SERVICES

Navy Federal Credit Union	Community Bank
<b>Hours:</b> Monday – Friday 0900 - 1630	<b>Hours:</b> Mon, Wed, Fri 0800 - 1500
<b>No cash transactions</b>	<b>New Accounts Only:</b> Tu, Th 0800-1100
<b>Phone Number:</b> 757-458-4449	<b>Phone Number:</b> 757-458-4266
<b>Website:</b> www.navyfederal.org	<b>Website:</b> www.dodcommunitybank.com

## 23. CELLULAR SERVICE

### CONTACT INFORMATION

**T-Mobile:** 757-458-4466

**Hours of Operation:** see kiosk inside NEX

**T-Mobile Cellular Service:** T-Mobile is the ONLY cell phone carrier available on NSGB. The T-Mobile kiosk sells phones, SIM cards, and can create/change accounts. Monthly accounts and prepaid accounts are offered at the kiosk. There are no taxes or fees on purchases made from T-Mobile on NSGB.

## 24. INTERNET/ CABLE

### CONTACT INFORMATION

**ViaSat:** M-F 0800-1600 (closed holidays)

**Phone:** 757-694-4651-or 77501 or 888-339-7150

**Website:** <http://www.gowifinavy.com/nsgb/housing-information.aspx>



All housing units have landline hook ups with a pre-established phone number. It is recommended to bring a landline phone with you in order to have phone service (to call on base phone numbers only). To dial the states from your landline, you must use a calling card, which are available at the NEX atrium.

**Internet:** Viasat provides internet to accompanied housing, unaccompanied housing, and businesses. Daily, weekly, and monthly plans are available and can be subscribed to online by connecting to the goWifi signal at your location. GoWifi is available with free access at several MWR/NEX locations.

**Cable:** Phoenix Cable provides a variety of cable packages to accompanied and unaccompanied housing. Monthly plans vary and can be set up upon arrival.

**25. FLEET AND FAMILY SUPPORT CENTER (FFSC)**

**CONTACT INFORMATION**

**Hours of operation:** Monday, Wednesday – Friday 0800-1630                      Tuesday: 0930-1630

**Phone Number:**            757-458-4141/4153    Fax: 757-458-4429

**Domestic/Child Violence After Hours Hotline:**            757-458-4915

**Installation SAPR Hotline:** 757-458-4912

<b>FFSC Programs and Services</b>	
<ul style="list-style-type: none"> <li>• Information &amp; Referral (I&amp;R)</li> <li>• Resource/Computer Room</li> <li>• Relocation Assistance Program (RAP)</li> <li>• Family Employment Readiness Program (FERP)</li> <li>• Transition Assistance Program (TAP)</li> </ul>	<ul style="list-style-type: none"> <li>• Life Skills Education</li> <li>• Sexual Assault Prevention &amp; Response Program (SAPR)</li> <li>• Personal Financial Management (PFM)</li> <li>• Clinical Counseling</li> <li>• Family Advocacy Program (FAP)</li> </ul>



## 26. CHILDCARE

### CONTACT INFORMATION

**Hours of Operation:** Child Development Center (CDC) 0630-1730  
School Age Care Monday – Friday 1430-1730. (Not in Session: M-F 0630–1730)

**Phone Numbers:** Child and Youth Programs Administrator 757-458-2005  
**CDC:** 757-458-3664                      **SAC:** 757-458-4092  
**Teen Center:** 757-458-2096

The Child and Youth Programs (CYP) includes the following: Child Development Center (CDC), School Age Care (SAC), Teen Center, Youth Programs, Youth Sports Fitness (YSF) and the School Liaison. The programs are open to all residents of Guantanamo Bay. The Guantanamo Bay CDC follows educational guidelines established by the NAEYC, the oldest and most prestigious accreditation board in the nation. The SAC program is COA accredited. The SAC and Youth programs offer an array of exciting and fun Boys and Girls Club and 4H related activities such as sports leagues and programs, homework assistance, and much more.

**Teen Center:** Varies due to programming, please check <https://www.navymwrguantanamobay.com>

**Youth Sports:** Sports offered at varying season to season

**To request care:** Visit <https://public.militarychildcare.csd.disa.mil/mccu/ui/#/> Care is offered based on the sponsor's DoD assigned priority and space availability. Call the center for specific details.

## 27. W.T. SAMPSON SCHOOL

### CONTACT INFORMATION

**School Hours:** Sure Start: 0755-1345                      **K-12:** 0755-1445

**Address:** PSC 1005 Box 49 FPO AE 09593

**Phone:** 757-458-3500 Fax: 757-458-3629      **Website:** [www.dodea.edu/WTSampsonEHS/](http://www.dodea.edu/WTSampsonEHS/)

**ONLINE REGISTRATION:**  
**<https://dodeasis.myfollett.com/aspen/logon.do>**  
**Click on “Enrollment Guide”**  
**Be sure to indicate what type of document you are uploading.**

Incoming personnel with school-aged children must contact the school with an arrival date and student information. Official transcripts and withdrawal grades are needed for high school students to determine class placement and high school credit. Unofficial copies or grade report cards can be used until the Registrar contacts the previous school. Contractors and civilians, please contact your HR for restrictions, and check the DoDEA website for eligibility requirements.

Prior to your arrival, upload the following documents (or bring them with you when you arrive): your child’s records including birth certificate, passport, PCS orders, housing letter, withdrawal grades, report cards, official transcripts, medical documents (e.g., immunization records, DODEA Form 5 completed by a doctor, or Permission for Student to Retain Control of Medication Form), and Individual Education Plan (IEP) or 504 Plan (if applicable). We require 24 hours after a student has been registered and all of their paperwork has been submitted (for example: If you fly in Friday and turn everything in to the school on Monday the student will begin on Wednesday.)

**Principal: [Emilio.Garza@dodea.edu](mailto:Emilio.Garza@dodea.edu)**  
**SS-5<sup>th</sup> School Counselor: [Carla.mcdowell@student.dodea.edu](mailto:Carla.mcdowell@student.dodea.edu)**  
**6<sup>th</sup>- 12<sup>th</sup> School Counselor: [Jessica.deffendall@dodea.edu](mailto:Jessica.deffendall@dodea.edu)**

**School Liaison (SL):** School Liaisons serve as the primary point of contact for Pre K – 12th grade school-related matters. The School Liaison Program offers an array of services and resources to support students, parents, installation leadership, and schools. They inform parents about local schools, graduation requirements, afterschool programs, homeschooling and much more. By working together with these stakeholders, the School Liaison Program builds a support network to provide the best possible education experience for military-connected children and youth.

- |  |   |
|--|---|
| Contact your School Liaison for help with: | Home schooling support                            |
| Inbound and outbound school transfer       | Preparing for college and scholarship information |
| Finding the right school                   | Military Interstate Compact Compliance (MIC3)     |

School Age Youth Sponsorship

Contact your SLO at [usn.gtmo.navstagnobaycu.mbx.school-liaison-officer@mail.mil](mailto:usn.gtmo.navstagnobaycu.mbx.school-liaison-officer@mail.mil) or by phone at Duty Cell: 757-339-5247 or Office: 757-458-4220. The SLO is located at the Fleet and Family Support Center; appointments are strongly encouraged. For more information please visit:

<https://www.navymwrguantanabay.com/programs/91053ef5-ef64-41fd-869f-58a9f17771d8>

**28. EXCEPTIONAL FAMILY MEMBER PROGRAM (EFMP)**

**CONTACT INFORMATION**

**Phone: 757-458-2998, Opt. 1, Ext. 72070**

All military personnel and their dependent(s) will be screened prior to their arrival to U.S. Naval base Guantanamo Bay, Cuba. If a chronic condition is identified, a consult will be made to the EFMP coordinator. Enrollment in the EFMP is mandatory for all active duty service members and reservist with family members that are identified with medical (physical, developmental or mental health) or special educational requirements of a chronic nature (6 months or longer). Enrollment helps ensure all required services are considered during the service member’s assignment process. Only family members enrolled in the Defense Enrollment Eligibility Reporting System (DEERS) are eligible to transfer with the Service member will be enrolled in the EFMP.

Enrolled service members electing to serve on an accompanied assignment overseas, to include OCONUS non-foreign (Hawaii and Alaska), must be assigned only to areas where the required services for the family member are available based on completion of a suitability screening following procedures. All orders must be coordinated through NAVPERSCOM (PERS-456) prior to release.

**Service members assigned in EFMP categories 3 through 5 are not eligible for accompanied overseas assignments;** category 6 is on a case-by-case basis.

**29. WOMEN, INFANTS, AND CHILDREN (WIC)**

**CONTACT INFORMATION**

**Phone: 757-458-2998, Opt. 1, Ext. 72070 or 757-458-2186**

**Location: Chapel Annex, Room 9**

<b>Program Services Provided to Eligible Participants Overseas</b>	<b>You may qualify for WIC Overseas if you</b>
<ul style="list-style-type: none"> <li>• Active duty military and their dependents</li> <li>• DOD civilian employees and their family members</li> <li>• DOD contractors and their family members</li> </ul>	<ul style="list-style-type: none"> <li>• Are currently pregnant</li> <li>• Are breastfeeding your infant, up to 1 year of age</li> <li>• Are up to 6 months postpartum</li> <li>• Have an infant or child up to 5 years old</li> </ul>

**30. NAVY EXCHANGE (NEX)**

Your NSGB NEXMART complex offers a selection of clothing for the entire family, shoes, jewelry, sporting goods, luggage, housewares, cosmetics, outdoor living, health and beauty products, beverages, snacks, books, greeting cards, Wireless Advocates and all of your Commissary needs. Just outside the Main Store Atrium you will find Navy Exchange Car Rental, Barber Shop, Beauty Salon, Souvenir Shop, Fishing Shop, Western Union, and Subway. A quick walk from the Main Store is McDonald’s on the left and on the right, in “Downtown NSGB,” is the NEX Tailor Shop and Dry Cleaning, Dive Center, Car Care Center/Gas Station, and Furniture Store. There are also 4 Mini Marts located throughout the base for your convenience.

**HOURS OF OPERATION**

<b>Main Store</b>		M – Th 0900–2000 Fri – Sat 0900–2100 Sun 0900 – 1900
<b>Beauty / Barber Shop</b>	757-458-4964	M – Sat 0800 – 1800 (Sun CLOSED)
<b>Autoport Car Care Center</b>	757-458-4030	Same as Main Store
<b>Car Rental @ Autoport</b>		Same as Main Store
<b>Customer Service</b>		Same as Main Store
<b>Dive Center</b>		Same as Main Store
<b>Dry Cleaning, Tailoring &amp; Uniform Shop</b>	757-458-4898	SameasMainStore
<b>Furniture Store</b>	757-458-4380	Su – Sat 0900 – 1800
<b>Gas Station</b>	757-458-4122	M – Sat 1000 – 1800
<b>Mini Mart: Camp America</b>	757-458-8921	24 hours
<b>Mini Mart: Leeward</b>	757-458-6104	Su – Sat 0730 – 2000

<b>Mini Mart: Marine Hill</b>	757-458-2508	24 hours
<b>Mini Mart: Tierra Kay (TK)</b>	757-458-2780	24 hours
<b>Personalized Services</b>	757-458-4918	Same as Main Store
<b>Western Union</b>	757-458-4350	Su – Sat      0800 – 1800
<b>Wireless Advocates</b>	757-458-4466	Same as Main Store

**31. FOOD AND BEVERAGE**

4 Galleys (Gold Hill, Hospital, Leeward, JTF), 2 Subway restaurants (NEX Atrium, Marine Hill Minimart), 1 McDonald’s, and the following MWR restaurants and bars:

<b>Food/ Beverage</b>		<b>Night Life</b>	
Bayview Restaurant	757-458-2768	Tiki Bar	757-458-2757
Blendz Smoothies	757-458-2740	O’Kelly’s Irish Pub	757-458-2522
Bombers	757-458-2896	Rick’s Lounge (Officer’s Club)	757-458-2132
Gourmet Bean Express	757-458-2605		
Spinz	757-458-2896	To learn more visit:	
Uptown Pizza	757-458-2522	<a href="https://www.navymwrguantanamobay.com/dining">https://www.navymwrguantanamobay.com/dining</a>	
Windjammer Café	757-458-2522		
Jerk House	757-458-2768		

**32. MORALE, WELFARE, & RECREATION (MWR)**

NSGB is located on the southeast corner of Cuba and is full of exotic nature surrounded by the beautiful Caribbean Sea. Once you settle in, we are here to help you explore! If you want to start with the bay, which you will see from the ferry when you arrive, come to the Marina! We offer boat rentals alongside paddleboards and kayaks. You can get a Captain's License and be your own captain or try our monthly paddle trips, boat outings, or water taxi service. If you are looking for a new hobby, try fishing, hiking, ceramic and canvas painting, or join our various sports events and tournaments! We have fitness centers with extended hours to help you stay in shape and enjoy several weekly exercise classes.

One of everyone's favorite go-to weekend spot is our outdoor movie theaters. All of our movie theaters are free to enter and you get to enjoy the newest entertainment under the stars. Speaking of stars, we offer outside seating in our dining restaurants to appreciate the warm climate and the sound of the ocean. We also have special events throughout the year with special guests such as comedians, celebrities, magicians, DJs, and craft fairs. Be ready to explore and have fun, and we will keep you entertained.

Program Services		Community Pools	
Arts and Crafts/Woodshop	757-458-4091	Marine Hill	757-458-2825
REC Room Entertainment and Bowling Center	757-458-2118	Splash Pad	757-458-4320
Denich Fitness Center	757-458-2740	<b>Movie Theaters</b>	
Golf Course	757-458-2743	757-458-4880	
Ground Zero Paintball	757-458-2381	Downtown Lyceum	
Library	757-458-4700	Marine Hill	
Marina/Green Space Rentals	757-458-2345/2259	Camp Buckeley	

**MWR Admin: 757-458-4123**

App: NavyMWR Guantanamo Bay

Website: [www.navymwrguantanamobay.com](http://www.navymwrguantanamobay.com)

Facebook: <https://www.facebook.com/MWRGTMO/>

### 33. FAMILY EMPLOYMENT READINESS PROGRAM (FERP)

The Family Employment Readiness (FERP) Program provides information, materials, consultations, workshops, and referrals for family member employment. Services through FFSC include: Resume Writing, Job Search Strategies, Navigating Federal Employment, Interview Skills, Career Exploration, and 1-on-1 consultations.

Volunteer Opportunities	
<ul style="list-style-type: none"> <li>• Fleet and Family Support Center</li> <li>• W.T. Sampson HS/ES</li> <li>• Lighthouse Museum</li> <li>• MWR events/sport programs</li> </ul>	<ul style="list-style-type: none"> <li>• Beach or street clean-ups</li> <li>• American Red Cross</li> <li>• Plant Nursery</li> </ul>



### 34. RELIGIOUS SERVICES

Main Chapel Bldg. 762 – MC / Chapel Annex Bldg. 763 – CA

All buildings located on Chapel Hill Road / Phone: 757-458-2258/2323 / Duty Cell: 757-339-5279 versatile

<p><b><u>CATHOLIC (Main Chapel)</u></b>  <b><i>Chaplain Eduardo Amora</i></b>          Tue-Fri 1115 Daily Mass (Blessed Sacrament Chapel)          Sat 1615 Confession          1700 Vigil Mass          Sun 0815 Confession          0900 Mass</p>	<p><b><u>PROTESTANT GTMO1100 (Main Chapel)</u></b>  <b><i>Chaplain David Sensenig</i></b>          Sun 1100 Worship Service          Wed 1800 Music Practice Sun          Weekly Bible Studies (See GTMO1100 Facebook page)</p>
<p><b><u>ISLAMIC PRAYER</u></b>  <b><i>Lay Led- Khalid Sarwar (CA Room 2)</i></b>          Fri 1300 Sermon          1330 Prayer</p>	<p><b><u>GOSPEL PROTESTANT</u></b>          Sun 1300 Worship Service (MC)          Tue 1830 Men’s Bible Study (CA Rm 15)</p>
<p><b><u>INGLESA NI CRISTO</u></b>  <b><i>Lay Led- Bernard Lazaro (CA Room 1)</i></b>          Wed 0430 Bible VEX          1900 Worship Service          Sat 1900 Worship Service          Sun 0700 Worship Service</p>	<p><b><u>THE LORD REIGNS INTERNATIONAL, INC.</u></b>  <b><i>Lay Led- Elpedio Sorio (CA Room 17)</i></b>          Sun 1800 Worship Service          Wed 1930 Worship Service          Sat 1930 Worship Practice/Prayer          Mon 1930 Worship Practice</p>
<p><b><u>CHURCH OF JESUS CHRIST OF LATTER-DAY SAINTS</u></b>  <b><i>Lay Led- Scott Lorcher (CA Room 19)</i></b>          Sun 1000 Sacrament Meeting (Rm19)          1100 Sunday School (Rm 19)          1100 Primary (Rm 01)          1100 Priesthood/ Relief Society (Rm 19)          1100 Youth Sunday School (Rm 14)          Mon 1900 Family Home Matters (Rm 19)</p>	<p><b><u>SEVENTH DAY ADVENTIST</u></b>  <b><i>Lay Led-Beverly Pavon (CA Room 19)</i></b>          Wed 1800 Prayer Meeting          Fri 1900 Vesper Meeting          Sat 0930 Sabbath School          1100 Divine Service          1630 Bible Study          1830 Worship</p>
<p><b><u>PENTECOSTAL GOSPEL TEMPLE</u></b>  <b><i>Lay Led- Leston Anderson (CA Room 13)</i></b>          Mon 2000 Activities Night          Wed 2000 Bible Study          Fri 2000 Prayer Meeting          Sun 0800 Worship Service          1700 Evangelist Service</p>	<p><b><u>GUANTANAMO BAY CHRISTIAN FELLOWSHIP</u></b>  <b><i>Lay Led- Edgardo Barasca (Main Chapel)</i></b>          Wed 1830 Bible Study (CA Rm 14)          Fri 1830 Bible Study (CA Rm 15)          Sun 1700 Worship Service (MC)          2000 Small Group (CA Rm 7)</p>
<p><b><u>ALCOHOLICS ANONYMOUS</u></b>  <b><i>Call or come to any meeting (CA Room 16)</i></b>          Tue 1800-1900          Thur 1800-1900 Sat 1800-1900</p>	

**35. LEGAL ASSISTANCE OFFICE**

**CONTACT INFORMATION**  
**Phone: 757-458-4692**  
**Location: Building 760. Back side in courtyard.**  
**Walk-ins: Tuesdays and Thursdays 1300 – 1500**  
**Call x4692 if you need an attorney service appointment or you are unable to make walk-in hours**

<b>Walk-in customer</b>	<b>Attorney Services Appointments</b>
<ul style="list-style-type: none"><li>● Notary</li><li>● Power of Attorney</li><li>● Bill of Sales</li></ul>	<ul style="list-style-type: none"><li>● Estate Planning</li><li>● Domestic Relations</li><li>● Consumer Protection</li><li>● Military Rights and Benefits</li><li>● Immigration and Naturalization</li></ul>

**36. NAVY-MARINE CORPS RELIEF SOCIETY (NMCRS)**

**CONTACT INFORMATION**  
**Phone: 757-458-4329**  
**American Red Cross Call Center: (877) 272-7337**  
**Website: [www.nmcrcs.org](http://www.nmcrcs.org)**

A nonprofit charitable organization designed to provide financial, educational, and other assistance to members of the Naval Services of the United States, eligible family members, and survivors, when in need. NMCRS can assist with needs such as food, car expenses in certain situations, medical expenses, pay issues, funeral expenses, and PCS pet travel. NMCRS ESOs can also assist with Army Emergency Relief, Air Force Aid Society, and Coast Guard Mutual Assistance. Please call ahead for assistance as you will typically need to bring specific documentation with you.

### 37. COLUMBIA COLLEGE

Virtual Office Hours: Wednesdays 1100-1300

Zoom Meeting ID: 919 6305 9970

Phone: 786-438-1489

Email: [Guantanamo@ccis.edu](mailto:Guantanamo@ccis.edu)

Website: <http://www.ccis.edu/nationwide/guantanamo.aspx>

#### **Exam Proctoring Services\* Provided by Appointment**

DANTE: CLEP & DSST; PearsonVue; GMAT; GED; College/University Tests;  
Certification Exams; Online & Paper Exams.

**\*A \$25.00 Proctor fee, per 2 hours of exam time is charged for tests.\***

**Test Center Location: Chapel Annex Room 10**

### 38. DISASTER PREPAREDNESS

Hurricane season is from 1 May until 1 December. Keep a stocked hurricane emergency kit nearby. If you live in hurricane resistant housing, have these items in your home. If you do not, have them ready to transport to a shelter. **All official information will be released via the official NSGB Facebook page:**

<https://www.facebook.com/NSGuantanamoBay/>.

<b>Disaster kits should contain, at a minimum:</b>	<b>DO NOT_ bring the following to a shelter</b>
<ul style="list-style-type: none"><li>• 3-day supply of ready-to-eat food (nonperishable)</li><li>• 3-day supply of drinking water</li><li>• Disposable plates and silverware</li><li>• Manual can-opener</li><li>• Portable cooler</li><li>• Change of clothing</li><li>• Personal toiletries/Moist towelettes (baby wipes)</li><li>• Towel and washcloths</li><li>• Blanket or sleeping bag for each person<ul style="list-style-type: none"><li>• Battery-operated portable radio/ Flashlight with extra batteries</li></ul></li></ul>	<ul style="list-style-type: none"><li>• Pets</li><li>• Valuables</li><li>• Alcoholic beverages</li><li>• Electronic devices</li><li>• Large toys</li><li>• Non-essential personal belongings</li><li>• Personal first aid kit</li><li>• Prescription medication</li><li>• Books, cards, games</li><li>• Important Papers: passports, marriage license, car title, PSC orders</li></ul>

**There are pet specific shelters**

**Smoking is prohibited in all shelters**

For personnel with functional needs that are medically indicated, example: wheelchair/walker- make sure it is collapsible, hearing aids: bring spare batteries. For personnel, especially children that have sensory processing disorders, ensure you have a way to mitigate, example: auditory- bring headphones to quite the room.

### **39. AMERICAN RED CROSS**

#### **CONTACT INFORMATION**

**To start an emergency communication message call 1-877-272-7337 (24/7)**

**Office hours: Tuesdays - Saturdays (except holidays) 1200 – 1900**

**Respite Center hours: Daily 1000 - 2200**

**Location: Building 2142 Rogers Rd.**

**Phone: 757-458-5060/4676 Cell: 757-339-7646**

Be sure that your family or someone in the states knows your military address on NSGB and your unit information. If you know you will be receiving a Red Cross message, please notify your command. Commands have after hours emergency contact numbers for the American Red Cross. Emergency leave is dependent upon the individual's message and member's unit. The American Red Cross will verify emergency situations in the United States and its territories. For emergency situations regarding family members outside of the United States, services available will vary by country. Do not hesitate to call the 24/7 number below if you need assistance. Messages may also be started using the Hero Care mobile app for iPhone and Android, or by visiting <http://www.redcross.org/HeroCareNetwork>.

If you want to volunteer, go to <http://www.redcross.org>. In the header select "Volunteer" and click on "Apply Now." Use postal code 09593 during sign up. If you are a current or previous volunteer with the American Red Cross, or if you need additional assistance signing up, please email [nsgb@redcross.org](mailto:nsgb@redcross.org) with your information. Laptops and Wi-Fi are available at the office for assistance.



## 41. SHUTTLE BUS

VL = Villa Mar, TK =Tierra Kay, IOF =JTF HQ Bldg., JAS = Joint Aid Station, CC = Caribbean Circle, C-Pool = Central Motor Pool			
SHERMAN AVE. CNRSE BASE SHUTTLE BUS (WINWARD)			
ALL RUNS ON THE HOUR 7 DAYS/WEEK 0500 TO 0200			
CUSTOMER	Bus STOP LOCATION	Bus 1 NEW	Bus 2 NEW
	SOUTH BOUND BUS #1		
CNRSE	NH NOB HILL RD/In front of NH1	:50	:20
CNRSE	VL 1ST ST.	:55	:25
CNRSE	VL 6TH ST.	:56	:26
CNRSE	CENTER BARGO	:57	:27
CNRSE	E.CARAVELLA	:58	:28
CNRSE	CP 2	:00	:29
CNRSE	HOSPITAL	:02	:32
CNRSE	BRIG	:03	:33
CNRSE	SGT.KENNY FIELD	:04	:36
CNRSE	MARINE HILL	:07	:37
CNRSE	SCSI TELPHONE OFFICE	:08	:39
CNRSE	BOQ/MARINA	:10	:41
CNRSE	POST OFFICE	:11	:42
CNRSE	WINDJAMMER	:12	:43
CNRSE	GOLD HILL GALLEY	:14	:45
CNRSE	NEX	:16	:46
CNRSE	LYCEUM/LIBRARY	:17	:47
CNRSE	BULKELEY LANDING	:20	:49
CNRSE	FIRE STA #1	:21	:50
CNRSE	BLDG N36	:22	:51

CNRSE	CORINASO	:23	:53
CNRSE	FERRY LANDING	:24	:55
	NORTH BOUND BUS #2		
CNRSE	CORINASO	:25	:55
CNRSE	PINK PALACE	:26	:56
CNRSE	HARRISONVILLE	:27	:57
CNRSE	ORDNANCE	:29	:59
CNRSE	FIRE STA #1	:30	:00
CNRSE	BULKELEY LANDING	:31	:01
CNRSE	LYCEUM/LIBRARY	:33	:02
CNRSE	NEX	:35	:04
CNRSE	GOLD HILL GALLEY	:36	:05
CNRSE	WINDJAMMER	:38	:07
CNRSE	POST OFFICE	:39	:08
CNRSE	BOQ/MARINA	:40	:09
CNRSE	SCSI TELPHONE OFFICE	:41	:10
CNRSE	MARINE HILL	:42	:11
CNRSE	SGT.KENNY FIELD	:43	:12
CNRSE	CP 2	:45	:14
CNRSE	HOSPITAL	:48	:17
CNRSE	BRIG	:49	:18
CNRSE	WL 1 (SHERMAN AVE)	:50	:19
CNRSE	VL 6TH ST.	:54	:23
CNRSE	VL 1ST ST.	:55	:24
CNRSE	NH NOB HILL RD/In front of NH1	:00	:25



43. FERRY SCHEDULE

# FERRY/UB SCHEDULE

(Updated JAN 7, 2022)

## Monday thru Saturday

DEPARTING	TIME	CRAFT
Windward	0630/0730/0830/0930/1130/1330/1430/1530	Ferry
Leeward	0700/0800/0900/1000/1200/1400/1500/1600	Ferry
Windward	1030 (AMC Flight Days Only) <b>Temporarily Suspended</b>	Ferry
Leeward	1100 (AMC Flight Days Only) <b>Temporarily Suspended</b>	Ferry
Windward	1630/1730/1830/2030/2230	UB
Leeward	1700/1800/1900/2100/2300	UB
Windward	2330 (Friday and Saturday only)	UB
Leeward	0000 (Friday and Saturday only)	UB

## Sunday & Holidays

DEPARTING	TIME	CRAFT
Windward	0730/1030/1330	Ferry
Leeward	0800/1100/1400	Ferry
Windward	1530/1730/1830/2030/2230	UB
Leeward	1600/1800/1900/2100/2300	UB

For more information contact Port Control: **4644/4188** Port Services: **4898**  
 Windward Landing: **5945** Leeward Landing: **6902**



# ROM Support Program

✓ Orders received before 1600 Sunday – Thursday will be Delivered the Next Business Day

✓ Orders placed on Friday or Saturday will be Delivered on Monday

Text or E-mail a Picture of your Shopping List to:

**nexdownrangensgb@nexweb.org**

✓ You will be Contacted over the Phone for Credit Card Payment when your Order is Pulled

✓ Ensure you Provide a Good Contact Number and Delivery Address for Contactless Delivery, No Tips at Delivery, Only your Thanks

✓ Leeward Orders: Delivered Weekly on Wednesdays and maybe Limited in Selections

✓ Note: Our Produce Flights are on Tuesdays and Fridays.

✓ Did You Know ? Downrange Now Offers, Special Orders .



# ROM Support Program



**DID YOU KNOW?**

Downrange Now Offers,  
**Special Orders**

Want to know how to Place your Special Order?

Simply Provide us with:

- ✓ Description of Item
- ✓ Picture of Item
- ✓ UPC (Barcode)

Text or E-mail a Picture of your Special Order to:

**nexdownrangensgb@nexweb.org**

