

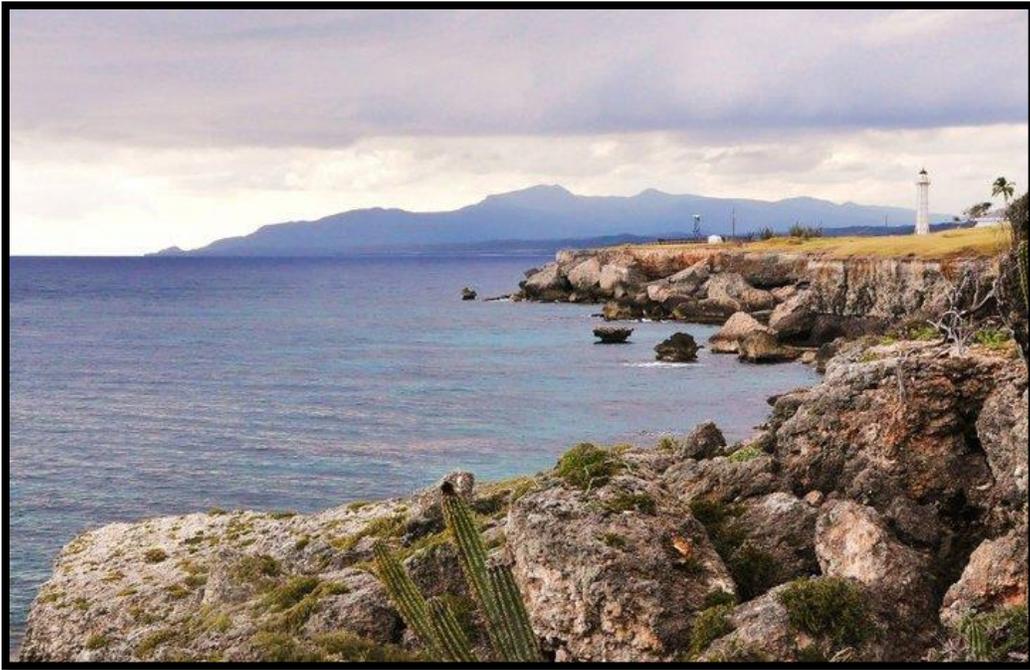
# Fleet and Family Support Center

Fleet and Family Support Center  
PSC 1005 Box 29  
FPO, AE 09593  
Phone: 757-458-4141/4153  
Fax: 757-458-4429



## **WELCOME ABOARD PACKAGE 2020**

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



---

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

---



# **Captain John Fischer**

## **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!

## WELCOME ABOARD GUIDE: IMPORTANT INFORMATION FOR NEWCOMERS

UPDATED: OCT 2019

\*This welcome aboard package will be updated quarterly.

\*Please contact your sponsor, ombudsman, or FFSC to request the most updated version.

### TABLE OF CONTENTS

| TOPICS  | PAGE(S) |
|---|---------|
| 1. HISTORY OF GUANTANAMO BAY                              | 6       |
| 2. RELOCATION ASSISTANCE                                  | 7-9     |
| 3. PERMANENT CHANGE OF STATION (PCS) ORDERS               | 10      |
| 4. IMPORTANT DOCUMENTS                                    | 10      |
| 5. ACCOMPANIED HOUSING                                    | 10-12   |
| 6. UNACCOMPANIED HOUSING                                  | 13      |
| 7. PERSONAL PROPERTY OFFICE (PPO)                         | 13      |
| 8. PRIVATELY OWNED VEHICLE (POV) SHIPMENT                 | 14      |
| 9. INSTALLATION ACCESS REQUIREMENTS FOR TRAVEL TO NSGB    | 14-15   |
| 10. AMC TRAVEL  | 15-16   |
| 11. PET TRAVEL  | 17-19   |
| 12. COMMERCIAL TRAVEL                                     | 19      |
| 13. NSGB PASSENGER TERMINAL                               | 19      |
| 14. FFSC NEWCOMER ORIENTATION                             | 19      |
| 15. PERSONNEL SUPPORT DETACHMENT (PSD)                    | 20-21   |
| 16. VEHICLE REGISTRATION OFFICE (VRO)                     | 22      |
| 17. U.S. NAVAL HOSPITAL GUANTANAMO BAY                    | 22-24   |
| 18. TRICARE BENEFICIARY SERVICES                          | 25      |
| 19. EXCEPTIONAL FAMILY MEMBER PROGRAM (EFMP)              | 25-26   |
| 20. W.T. SAMPSON ELEMENTARY/HIGH SCHOOL                   | 26-27   |
| 21. CHILDCARE   | 27      |
| 22. PARENTAL RESPONSIBILITIES AND SUPERVISION OF CHILDREN | 28      |
| 23. FLEET AND FAMILY SUPPORT CENTER (FFSC)                | 28      |
| 24. FAMILY EMPLOYMENT READINESS PROGRAM (FERP)            | 29      |
| 25. RELIGIOUS SERVICES                                    | 30      |

|  |       |
|--|-------|
| 26. CHAPLAINS RELIGIOUS ENRICHMENT DEVELOPMENT OPERATION (CREDO) | 30    |
| 27. MORALE, WELFARE, & RECREATION (MWR)                          | 31    |
| 28. EATING ESTABLISHMENTS  | 32    |
| 29. NAVY EXCHANGE (NEX)  | 32-33 |
| 30. PHONE/INTERNET/CABLE   | 33    |
| 31. BANKING SERVICES   | 34    |
| 32. COLLEGES   | 34    |
| 33. LEGAL ASSISTANCE OFFICE                                      | 35    |
| 34. WOMEN, INFANTS, AND CHILDREN (WIC)                           | 35    |
| 35. MILITARY POST OFFICE   | 36    |
| 36. TEMPORARY LODGING FACILITIES                                 | 36    |
| 37. AMERICAN RED CROSS   | 37    |
| 38. NAVY-MARINE CORPS RELIEF SOCIETY (NMCRS)                     | 37    |
| 39. HURRICANE PREPAREDNESS                                       | 38    |
| 40. CIVILIANS AND CONTRACTORS                                    | 38    |
| 41. BASE MAP   | 39    |
| 42. SHUTTLE BUS SCHEDULE   | 40-41 |
| 43. FERRY SCHEDULE   | 42    |

## **1. 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.

## 2. RELOCATION ASSISTANCE

\*Commercial phone numbers will be provided. To call DSN dial 312-660-xxxx.

**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. Visit

<https://installations.militaryonesource.mil/> and search for Naval Station Guantanamo Bay.

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

**Command Sponsor Program:** Designed to facilitate the adaptation of service members and their families into new working and living environments. Sponsors are familiar with the command and its location, knowledgeable about available resources, and familiar with applicable command procedures and instructions. If you have orders to NSGB and your sponsor has not contacted you yet, contact the command sponsor coordinator at [usn.gtmo.navstagtmobaycu.list.n04c-sponsor@mail.mil](mailto:usn.gtmo.navstagtmobaycu.list.n04c-sponsor@mail.mil) or by phone at (757) 458-4859.

**Navy Ombudsman Program:** 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). Contact your Ombudsman by phone or email:

NAVSTA 757-324-8881 / [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)

**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, employment resources for family members, and various workshops. Contact your Relocation Assistance Program (RAP) Specialist at [usn.gtmo.navstagtmobaycu.list.n911-ffsc@mail.mil](mailto:usn.gtmo.navstagtmobaycu.list.n911-ffsc@mail.mil) or by phone at 757-458-4141/4153/4049.

**School Liaison Officer (SLO):** The NSGB SLO serves as the primary liaison between schools, NSGB command leadership, and the families pertaining to pre-kindergarten through 12<sup>th</sup> grade youth issues. The SLO can inform and link families to resources and information needed for a smooth transition. The SLO provides School Transition Services for PCS, Deployment Support, Special Education System Navigation, Command, School, and Community Communication, Home School Linkage and Support, Partnerships in Education (PIE), Post-Secondary Preparations, and Free and Reduced Meal Program applications. \*Prior to starting a home instruction program, parents shall notify the Commanding Officer, via the SLO, in writing of the name and age of each child who will participate. You and your child are invited to take part in the Navy Youth Sponsorship Program collaboration between W.T. Sampson School and Morale, Welfare, & Recreation’s (MWR) Child & Youth Programs (CYP). The purpose of this program is to provide information, discussion, and support concerning the needs of the transitioning child. Contact your SLO at [usn.gtmoslo@mail.mil](mailto:usn.gtmoslo@mail.mil) or by phone at 757-458-2172/636-359-3747.

**Temporary Lodging:** Make your government lodging reservations in advance, if needed. If no availability, request a Certificate of Non-Availability (CNA) and assistance with lodging accommodations.

**On Base Lodging**

| Navy Gateway Inns and Suites NAS Jacksonville, FL  | Navy Gateway Inns and Suites NAS Norfolk, VA   |
|--|--|
| Mustin Road Bldg. 845<br>Jacksonville, FL 32212<br>Phone: 904-542-3138   | 1353 Gilbert St.<br>Norfolk, VA 23511<br>Phone: 757-394-9164   |
| *Shuttle for Patriot Express only  |  |
| Website: <a href="http://ngis.dodlodging.net/property/Jacksonville-NAS">http://ngis.dodlodging.net/property/Jacksonville-NAS</a> | Website: <a href="http://ngis.dodlodging.net/property/Norfolk-NS">http://ngis.dodlodging.net/property/Norfolk-NS</a> |

**Off Base Lodging Options**

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

| Jacksonville, FL  | Norfolk, VA  |
|---|--|
| Best Western 904-264-4466<br>Hilton Gardens 904-458-1577<br>Days Inn 904-269-8887 | Marriott Springhill Suites 757-333-3100<br>Hampton Inn 757-489-1000<br>Hilton 757-466-8000 |
| <b>No shuttle services</b>  | <b>No shuttle services</b>   |

## Ground Transportation

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

| <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>   |

### United Service Organizations (USO):

Available for active duty and retired military and their families to relax, read, watch television, play games, grab a snack, and access the internet.

#### USO Jacksonville Area

| <b>NAS JAX USO CENTER</b>  | <b>USO WELCOME CENTER<br/>Jacksonville International Airport</b>   | <b>MAYPORT USO CENTER</b>   |
|--|--|---|
| NAS Jax, Bldg. 1050<br>P.O. Box 108 Jacksonville, FL<br>32212-0108<br>Hours: Monday – Friday<br>0900 – 1700<br>Phone: 904-778-2821 | Main Terminal, First Floor<br>Hours: Monday – Sunday<br>0700 – 2300<br>Phone: 904-741-6655<br>*No overnight stay | 2560 Mayport Road<br>Atlantic Beach, FL 32233<br>Hours: Monday – Friday<br>0900 – 2100<br>Phone: 904-246-3481 |
| *Active duty military with ID receive discounted flat-rate ground transportation to military installations                         |  |   |

#### USO Norfolk Area

| <b>NAS NORFOLK- AMC Terminal</b>   | <b>USO WELCOME CENTER<br/>Norfolk International Airport<br/>Second level, Arrivals Terminal</b> |
|--|---|
| Hours: Monday – Sunday<br>0600 – 0000<br>Phone: 757-445-2067   | Hours: Monday – Sunday<br>0900 – 0000<br>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.<br><br>*Active duty military with ID receive discounted flat-rate ground transportation to military installations. |   |

### 3. 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.

#### **4. IMPORTANT DOCUMENTS**

**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.

#### **5. ACCOMPANIED HOUSING**

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.

To apply for housing, only the DD1746 housing application form is needed. Before housing can be assigned, the following documents are required: DD1746 Housing Application, PCS Orders reflecting an accompanied tour, 2 email addresses, Sex Offender Disclosure Form, Dependency Verification:

Civilian: Marriage certificate, birth certificates for children.

- 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: [usn.gtmo.navstagtmobaycu.mbx.n93-housing@mail.mil](mailto:usn.gtmo.navstagtmobaycu.mbx.n93-housing@mail.mil). Once all documents have been received, housing will issue the Dependent Entry Approval (DEA), which is 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 required before scheduling your household goods pack out and must be presented to air terminal personnel when dependents are traveling to the island and before entering the base.
- Because NSGB is a closed base, there may be a shortage in housing. If permanent housing is not available at the time of arrival, temporary housing will be assigned in the meantime. Housing will be assigned the week of your arrival. Your sponsor will be able to pick up the key to your house the day before your arrival. House assignment is based on member's paygrade and family composition listed on his/her DEA. An assigned family housing unit may be accepted no more than 30 days prior to the verified arrival date of dependents. Family housing residents are permitted to keep two pets in their assigned unit. All pets must be registered with the NSGB Veterinary Treatment Facility. Non-domestic animals are not allowed in family housing.
- Washers, dryers, microwaves, stove/oven, and refrigerator/freezer are included at all units. A second full size freezer is already in some units, but can be made available upon request for accompanied homes without one. Do not bring these items as storage space is limited. Temporary furniture is provided for accompanied housing until household goods arrive. Beds are guaranteed, while dressers, sofa, kitchen table, and additional items are on availability basis. The 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, wheel barrow, 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.

- Sponsors are encouraged to pick up welcome kits at the same time they sign for their incoming personnel.

**Supplies needed upon arrival (not provided by housing):** bed sheets, pillows, towels, shower curtains hooks,

pet supplies (bowls and litter box), kids' essentials, etc.

These items are available for purchase at the Navy Exchange (NEX).

Blinds are provided in housing, curtains are not.

The NEX does not sell curtains or rods.

**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 (Treasures and Trivia).

Other items can be ordered online before or after arrival. Ask your sponsor to provide a mailing address.

The Navy Exchange Furniture Store carries a limited selection of furniture and small household items such as mirrors and area rugs.

Hours: 0730-1630 Phone: 757-458-4172/4063

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

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

## 6. UNACCOMPANIED HOUSING

Documents required: Orders and 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 working day by visiting the UH housing office (bldg. 2295) and digitally signing their official check in form.

| 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><li>• Magenta Military plan available with military verification and same other plans as stateside.</li></ul> | <ul style="list-style-type: none"><li>• <b>Furniture:</b> Living Room to include 3 seat sofa, recliner, coffee and end tables with table lamps, Media Center, Computer Work -station. Dining table and chairs. Full sized bed with one sheet set, pillow and case, Bedsprad/Comforter, chest of drawers, and night-stand with table lamps</li><li>• <b>Appliances:</b> Electrical Range, Microwave and Refrigerator/Freezer combo</li><li>• <b>All facilities include: laundry rooms</b></li></ul> |

Important to know: There is no storage on base for excess personal property. Do not ship furniture or items that you cannot store in your barracks room. Phone: 757-458-5144/4917/4287  
Email: [usn.gtmo.navstagtmobaycu.mbx.n93-uh@mail.mil](mailto:usn.gtmo.navstagtmobaycu.mbx.n93-uh@mail.mil)

## 7. PERSONAL PROPERTY OFFICE (PPO)

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, 8998 Blount Island, Jacksonville, FL 32225. 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 in to 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), completed inventory list of your HHG, and copy of PCS orders.

Phone: 757-458-4206/4495/4735

### 8. PRIVATELY OWNED VEHICLE (POV) SHIPMENT

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, 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.

|   |                     |                   |
|---|---------------------|-------------------|
| PORTUS/Blount Island/Jacksonville port: | Phone: 904-751-1845 | Fax: 904-751-1828 |
| Government POC:                         | Phone: 904-751-8886 | Fax: 904-751-8887 |

### 9. INSTALLATION ACCESS REQUIREMENTS FOR TRAVEL TO NSGB

|   |  |
|---|--|
| Active Duty (AD) Military & USCG stationed at NSGB:                     | Common Access Card (CAC) & PCS Orders, TAD/TDY Orders or Approved Leave form |
| USG Civilian (DoD) Stationed at NSGB:                                   | Passport & PCS Orders, TAD/TDY orders, or Approved Leave Form                |
| Dependent of AD Military, USCG, & USG Civilian (DoD) Command Sponsored: | Dependent ID card & passport, PCS Orders & Dependent Entry Approval          |
| Contractor & Contractor's Dependent Residents of NSGB (Official):       | Passport & SECNAV Form 5512/1, & Letter of Authorization (LOA)               |



**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 liner inches. Carry-on baggage must fit

| AMC NAS Jacksonville, FL  | AMC NAS Norfolk, VA   | AMC NSGB   |
|---|---|--|
| Hours: Monday – Saturday<br>0730 – 2200<br>Com: 904-542-8159/8165<br>DSN: 942-8159/8165<br>Fax Com: 904-542-3257<br>DSN: 942-3257 | Hours: Daily 0400 – 0000<br>Com: 757-444-4118/4148<br>DSN: 564-4118/4148<br>Fax Com: 757- 445-7501<br>DSN: 565-7501 | Hours: Monday – Friday 0800-<br>1600<br>Com: 757-458-6364/6408/6351<br>DSN: 312-660-6364/6408/6351<br>Fax Com: 757-458-6170<br>DSN: 312-660-6170 |
| Email: <a href="mailto:spaceajax@navy.mil">spaceajax@navy.mil</a>   | E-mail:<br><a href="mailto:spacea@airtermnorva.navy.mil">spacea@airtermnorva.navy.mil</a>                           | E-mail:<br><a href="mailto:usn.gtmo.navstagtmobaycu.list.n32-atoc@mail.mil">usn.gtmo.navstagtmobaycu.list.n32-atoc@mail.mil</a>                  |
| <b>Flight information recordings</b><br>904-542-3825/3956   | Website:<br><a href="https://www.airtermnorva.navy.mil/">https://www.airtermnorva.navy.mil/</a>                     |  |
| <b>Facebook: NAS JAX AMC Terminal</b>   | <b>Facebook: Norfolk Passenger Terminal</b>   | <b>Facebook: AMC Terminal Guantanamo Bay Cuba</b>  |
| <b>*Flight schedules posted 72 hours before departure date</b>  |   |  |

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).

| <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 MilConnet. 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.  |
| <b>*Flight schedules may change or cancel without notice</b>   |

## 11. PET TRAVEL

Household pets (dogs and cats only) may be brought to NSGB by accompanied personnel, military or civil service/DOD, who are in receipt of Permanent Change of Station (PCS) orders to or from Guantanamo Bay. Unaccompanied personnel are not authorized to bring pets. There is a maximum of two pets per sponsor/household; no wolf breed restrictions at this time.

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 prior to travel.

**Microchip:** Microchips are required for all pets traveling to NSGB. Any microchip that is able to be scanned by a U.S. microchip scanner is acceptable.

**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. 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 1 year 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.

**Other Recommendations:** 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 extremely limited and are only performed on a space-available basis. If your pet is in need of a surgical procedure (such as a mass removal) or a dental cleaning, it is strongly recommended to have this performed prior to travel. Additionally, if your pet requires a workup for a current medical problem, it is recommended to have the workup completed 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 test 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.

**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.

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

Phone: 757-458-2212/2101

Emergency On-Call: 757-933-7934

## **12. COMMERCIAL TRAVEL (IBC Airways)**

**The is no longer a commercial airline available**

## **13. NSGB PASSENGER TERMINAL**

Passengers will land at the AMC passenger terminal. New personnel and their dependents will be the last ones to deplane. After deplaning, walk to the gate and present your government identification, passport, orders, and entry letter. Your sponsor will be waiting for you in the terminal. You and your sponsor will board a bus to Leeward Ferry Landing with your carry-on luggage. Checked luggage will be transported to the Windward side of the island separately. Do not worry if you miss the first bus, another bus will come soon. Pets are allowed on the buses and ferries (without kennels). Checked luggage will be loaded on the 1400 ferry to Windward and will be made available for pickup between 1430-1730 at the Windward Annex (building 2531 near the carwash on Sherman Avenue). If luggage is not picked up, it will stay in the Windward Annex (closed on Saturdays and Sundays) and locked up until picked up by the owner.

## **14. FFSC NEWCOMER ORIENTATION**

FFSC wants to welcome you to NSGB. The New to NSGB (newcomer orientation) is offered the last Thursday of the month (see current class schedule for specific dates). Meet other new arrivals; learn about base history, culture, and resources; and take a bus tour of the base with stops at key locations.

To register, please call 757-458-4141/4153.

**15. PERSONNEL SUPPORT DETACHMENT (PSD)**

**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. Early submission helps avoid overpayments of entitlements from pervious command.

**Passports:** PSD NSGB processes official no-fee passports by appointments only. **It is highly recommended to obtain your tourist and no-fee passport prior to your arrival.**

The following items are required to process an official no-fee passport and tourist passport: certified copy of birth certificate, expired or expiring passport, Military ID card, 2X2 passport photos (2 pictures) – NAVSTA PAO or NEX Personalized Services, completed application form DS-11 (First Ever Passport) or DS-82 (Renewal) from [www.travel.state.gov](http://www.travel.state.gov). PSD can only process no-fee passports, for tourist passport information, contact Base Legal Office.

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

**Walk-ins:** PSD NSGB accepts walk-ins for the following reasons: blocked/locked CAC, change email address, and lost or stolen CAC replacements, which require a command memorandum and a naval station police report.

| 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.   |
| Married BAH  | Single DLA   |
| 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.  |
| BAH Differential   | <p align="center"><b>Family Separation Allowance (FSA)</b></p> <p>Military members are authorized to bring their families to NSGB, so you are not authorized FSA.</p>  |
| 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). | <p align="center"><b>The only exceptions to receiving FSA are</b></p> <ul style="list-style-type: none"> <li>- JTF Reserve Component military that are married / joint custody of children are authorized FSA.</li> <li>- If your family is not authorized to move to NSGB due to Exceptional Family Member Program (EFMP).</li> <li>- If a military member gets married in route or after he/she reports to NSGB and the spouse does not move to NSGB.</li> </ul> |

**Travel Claims:** The following items are required to complete your travel claim in a timely manner:

- Travel claims need to be submitted to PSD Memphis within five working days of reporting to your Permanent Duty Station (PDS) through your CPPAs via TOPS.
- Copy of dated original orders and all modifications with the check-in and check-out stamp clearly visible.
- Record of Emergency Dependency Application (NAVPERS 1070/602/Page 2/RED DA) (Ref: MILPERSMAN 1070-270) from previous command.
- Certificate of non-availability if lodging is not available.
- Recruiting Assisting Leave Program (RAP) (Ref: MILPERSMAN 1050-220) NAVPERS 1070/613/Page 13 is required upon check-in and it can be obtained from your Recruiting Center. It shall contain RAP Duty Command Unit Identification Code (UIC) and the begin/end dates.
- If a military member reports to their port of embarkation (Norfolk VA/Jacksonville FL) early, member is advised to check-in to Transient Personnel Unit to avoid additional leave charges or non-reimbursable lodging expenses.
- The following receipts are required to complete your travel claim in a timely manner:
  - Lodging receipts regardless of amount and any other receipts over \$75.00
  - Rental Car Endorsement from SATO is required.
  - SATO Flight Endorsement. All flight endorsements whether delayed/cancelled are reimbursable if no fault to member. Leave flights are not reimbursable.

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

Phone: 757-458-4113/4460

## 16. VEHICLE REGISTRATION OFFICE (VRO)

| <b>Vehicle Registration</b>   |
|---|
| <p>Bring the following documents to Vehicle Registration Office (VRO) – BLDG 2153:</p> <ol style="list-style-type: none"> <li>1. Valid Drive License</li> <li>2. Proof of ownership (vehicle title), notarized bill of sale, or lien letter.</li> <li>3. Current insurance in your name that shows the vehicle is insured on NSGB (must say NSGB specific).</li> </ol> <p>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.</p> |

Hours of operation: Monday, Wednesday – Friday 0830-1100/1200-1600

\*Closed for lunch 1100-1200 Tuesday – CLOSED

Phone: 757-458-4229

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

| <b>Outpatient Care</b>   | <b>Inpatient Care</b>   | <b>After Hour Care</b>                             |
|--|---|--|
| <p>Emergency Medicine, Primary Care<br/>           Medical Home Port (Family Medicine,<br/>           Internal Medicine, Pediatrics<br/>           General Surgery, Physical Therapy, Optometry,<br/>           OB/GYN, Occupational Health,<br/>           General/Comprehensive Dentistry<br/>           Behavioral Health: Psychiatry, Social Work,<br/>           Substance Abuse Counseling</p> <p><b>Ancillary:</b><br/>           Laboratory, Radiology/CT, Audiograms, Immunizations<br/>           Other specialties are brought as needed (i.e. Ear, Nose,<br/>           and Throat (ENT), Gastroenterology, Dermatology,<br/>           Urology, Orthopedics, Radiology, Ophthalmology,<br/>           Podiatry, etc.)</p> | <p>Inpatient Ward consisting of 10<br/>           MED/SURG and 2 Labor &amp; Delivery<br/>           Suites</p> | <p>24-Hour Emergency<br/>           Department</p> |

**Radiology:** 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.

**Allergy Care:** Facilities for diagnosing and treating allergy problems are extremely limited. Urgent/emergent 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.

**Dental Care:** 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-for-service 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.

**Pharmacy:** 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.

**Patient Account Information:** 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 [www.pay.gov](http://www.pay.gov). Patients must have a patient account number to make payments through pay.gov.

Hours of operation: 0800-1600

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

\*If calling from stateside, please dial 757-458-2998 then the 5-digit extension listed below:

|   |             |
|---|-------------|
| Appointments  | 72110       |
| Behavioral Health Clinic  | 72650       |
| Dental Clinic   | 72239       |
| Emergency Room<br>Available 24 hours daily. An ambulance is available for emergency cases and may be summoned by calling 911.                                 | 72690       |
| MEDEVACs  | 72019       |
| Multi Service Ward  | 72450       |
| Occupational Health Clinic  | 72995       |
| Optometry Clinic  | 72250       |
| Overseas Screenings   | 72070       |
| Email: <a href="mailto:usn.gtmo.navhospgtmocu.list.gtmo-suitability-screenings@mail.mil">usn.gtmo.navhospgtmocu.list.gtmo-suitability-screenings@mail.mil</a> |             |
| Patient Accounts  | 72230/72074 |
| Email: <a href="mailto:usn.gtmo.navhospgtmocu.list.gtmo-patient-accounts@mail.mil">usn.gtmo.navhospgtmocu.list.gtmo-patient-accounts@mail.mil</a>             |             |
| 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       |

## **18. TRICARE BENEFICIARY SERVICES**

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) <<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.

**Hours of operation: Monday – Friday 0700-1600**

**Location: U.S. Naval Hospital, 1<sup>st</sup> floor, Rm 122**

**Phone: 757-458-2998 ext. 72017**

## **19. EXCEPTIONAL FAMILY MEMBER PROGRAM (EFMP)**

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), per reference (c). 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) and 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 in reference (c). 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.

Requests for early return of service members and their families must be initiated by the command if medical or special educational requirements exceed the capability available at the overseas or isolated duty assignment. Determination of care will be made by the transferring MTF, and early return requests must be coordinated with the parent command. Family member(s) must be enrolled in EFMP immediately upon identification of a special need. Early returns as a result of the service member's omission of information, provision of false information, or their deliberate failure to enroll or delay enrollment may be subject to disciplinary action.

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

## **20. W.T. SAMPSON ELEMENTARY/HIGH SCHOOL**

As soon as you have orders, please do the following:

Contact the school with an arrival date and your child's information

**Registrar**

Donisha Freeman Email: [Donisha.freeman@dodea.edu](mailto:Donisha.freeman@dodea.edu)

**Secretary**

Tina Russell Email: [Tina.Rusell@dodea.edu](mailto:Tina.Rusell@dodea.edu)

**S2S Coordinators**

Javier Graham Email: [Javier.Graham@dodea.edu](mailto:Javier.Graham@dodea.edu)

**School Counselor**

Debra Fitzgerald (PK-12) Email: [Debra.Fitzgerald@dodea.edu](mailto:Debra.Fitzgerald@dodea.edu)

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.

For information on our School Meal Program and availability of free and reduced lunches

Visit: <https://www.mynavyexchange.com/StudentMealProgram/>

When you arrive: Bring the school a copy of your child’s records including birth certificate, passport, 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) (if applicable), and 504 Plan (if applicable). We will require a minimum of 24 hours to register your child and assign a schedule.

**School hours**  
**Sure Start:** 0755-1400  
**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/)

## 21. CHILDCARE

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 Officer. 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.

Hours of operation:

Child Development Center (CDC) 0630-1730

School Age Care Monday – Friday 1430-1730. School break hours M-F 0630–1730

Teen Center: Tu/Th/F 1430-1900 Wednesdays 1330-1900 Saturdays 1300-1900

School break hours Tu-Sa 1400–2000. Times may change for special events

Youth Sports Fitness offerings and times vary season to season

To request care, visit <https://public.militarychildcare.csd.disa.mil/mccu/ui/#/> The program will contact you with an offer for care when a space becomes available.

Phone numbers:

CDC: 757-458-3664 SAC: 757-458-4092 Teen Center: 757-458-2096

YSF: 757-458-5194 School Liaison Officer: 757-458-2172 (for more information, please see pg 7.)

## 22. PARENTAL RESPONSIBILITIES AND SUPERVISION OF CHILDREN

| Children under 5                       | Children 6-9 years             | Children 10-11                        | Children 12-15  | Teens 16-17   |
|--|--------------------------------|---------------------------------------|---|---|
| May not be left unattended at any time | Must be in line of sight/sound | May be unsupervised for up to 2 hours | May be home alone no more than 12 consecutive hours with periodic checks by adult (12+ may babysit) | May be home alone (including at night) with access to adult supervision |

\*Children shall not be left unattended in quarters overnight nor care for others overnight. If parents leave the island for more than 24 hours, they must appoint a temporary guardian by executing an in loco parentis power of attorney. To contact the legal office, please call 757-458-4277.

## 23. FLEET AND FAMILY SUPPORT CENTER (FFSC)

| FFSC Programs and Services  |   |
|---|---|
| <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: Goals, Plans, Success (TGPS)</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> |

Hours of operation: Monday – Thursday 0730-1630 Friday 0930-1630

Location: Building 2135

Commercial: 757-458-4141/4153 Fax: 757-458-4429

Domestic/Child Violence After hours Hotline: 757-458-4915

Installation SAPR Hotline: 757-458-4912

Facebook: <https://www.facebook.com/FFSC-Guantanamo-Bay-210835152287802/>

## 24. FAMILY EMPLOYMENT READINESS PROGRAM (FERP)

Our program provides basic information, materials, consultations, workshops, and referrals relating to family member employment services available through FFSC: resume writing, job search strategies, federal employment, interview skills, career exploration, LinkedIn, 1 on 1 consultations, and volunteer opportunities:

| 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><li>• Parent/Teacher Organization (PTO)</li></ul> | <ul style="list-style-type: none"><li>• Beach or street clean-ups</li><li>• Red Cross</li><li>• Cuban Community Assistance Program</li><li>• Various Community Organizations</li></ul> |

### Helpful websites:

- **CNIC NSGB HRO:** [www.cnic.navy.mil/regions/cnrse/installations/ns\\_guantanamo\\_bay/about/departments/human\\_resources.html](http://www.cnic.navy.mil/regions/cnrse/installations/ns_guantanamo_bay/about/departments/human_resources.html)
- **Navy Exchange:** <https://www.mynavyexchange.com/nex/work-for-us>
- **Morale, Welfare, and Recreation (MWR):** <https://www.navymwrguantanamobay.com/jobs>

## 25. RELIGIOUS SERVICES

| <b>The following faith groups are supported at NSGB</b> |                           |   |
|---|---------------------------|---|
| Catholic  | Pentecostal Gospel        | Additional services:<br>Friends of Bill / Friends of Lois (AA), |
| Protestant  | Temple                    |   |
| Gospel  | Iglesia Ni Cristo         |   |
| Guantanamo Bay Christian Fellowship                     | Lord Reigns International |   |
| Liturgical Protestant Service                           | Islamic Prayer            |   |
| Church of Jesus Christ of Latter-Day Saints             | Seventh Day Adventist     |   |

Phone: 757-458-2258/2323

Cellphone: 757-339-5711

## 27. MORALE, WELFARE, & RECREATION (MWR) PROGRAMS/SERVICES

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 that are open 24 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 |
| Auto Skills Shop           | 757-458-2741      | Windjammer      | 757-458-2205 |
| Bowling Center             | 757-458-2118      | Splash Pad      | 757-458-4320 |
| Denich Fitness Center      | 757-458-2740      | Movie Theaters  |              |
| 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**

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

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

App: NavyMWR Guantanamo Bay

## 28. EATING ESTABLISHMENTS

4 Galleys (Gold Hill, Hospital, Leeward, JTF), 3 Subway restaurants (AMC Terminal, NEX Atrium, Marine Hill Minimart), 1 McDonald's, and the following MWR restaurants and bars:

| Food/ Beverage       |              | Night Life  |              |
|----------------------|--------------|---|--------------|
| Bayview Restaurant   | 757-458-2768 | Goat Locker Chief's Club  | 757-458-2079 |
| 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 | Tiki Bar  | 757-458-2757 |
| 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 |   |              |
| GTMO Jerk            |              |   |              |

## 29. 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. The Uniform Center is located inside the Main Store and carries Government Issue and Commercial Uniform items. 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, Ocean Enterprise Dive Shop, Car Care Center/Gas Station, and Furniture Store. There are also 4 Mini Marts located throughout the base for your convenience.

### Main Store Hours of Operation

|                   |             |                   |             |
|-------------------|-------------|-------------------|-------------|
| Monday – Thursday | 0900 – 2000 | Friday – Saturday | 0900 – 2100 |
| Sunday            | 0900 – 1900 | Holidays          | 0900 – 1700 |

|                             |              |        |                    |             |  |
|-----------------------------|--------------|--------|--------------------|-------------|--|
| <b>Beauty / Barber Shop</b> | 757-458-4964 | Hours: | Monday – Saturday  | 0800 – 2000 |  |
|                             |              |        | Sunday             | 0900 –      |  |
|                             |              |        |                    | 1800        |  |
| <b>Car Care Center</b>      | 757-458-4030 | Hours: | Monday – Saturday  | 0800 – 1700 |  |
| <b>Car Rental</b>           | 757-458-4856 | Hours: | Monday – Saturday  | 0800 – 1800 |  |
| <b>Customer Service</b>     | 757-458-4486 | Hours: | Same as Main Store |             |  |

|                  |              |        |                               |
|------------------|--------------|--------|-------------------------------|
| <b>Dive Shop</b> | 858-405-7632 | Hours: | Monday – Saturday 1100 – 1900 |
|                  |              |        | Sunday 1100 – 1800            |

**Dry Cleaning/Laundry/Tailoring**

|  |              |        |                               |
|--|--------------|--------|-------------------------------|
|  | 757-458-4898 | Hours: | Monday – Saturday 0800 – 1800 |
|--|--------------|--------|-------------------------------|

|                        |                     |        |                                |
|------------------------|---------------------|--------|--------------------------------|
| <b>Furniture Store</b> | <b>757-458-4380</b> | Hours: | Tuesday – Saturday 1000 – 1800 |
|------------------------|---------------------|--------|--------------------------------|

|                    |                     |        |                               |
|--------------------|---------------------|--------|-------------------------------|
| <b>Gas Station</b> | <b>757-458-4122</b> | Hours: | Monday – Saturday 1000 – 1800 |
|--------------------|---------------------|--------|-------------------------------|

**Mini Marts**

|                              |                     |        |                               |
|------------------------------|---------------------|--------|-------------------------------|
| <b>Camp America</b>          | <b>757-458-8921</b> | Hours: | 24 hours                      |
| <b>Leeward</b>               | <b>757-458-6104</b> | Hours: | Monday – Sunday 0730 – 1900   |
| <b>Marine Hill</b>           | <b>757-458-2508</b> | Hours: | 24 hour                       |
| <b>Tierra Kay</b>            | <b>757-458-2780</b> | Hours: | 24 hours                      |
| <b>Personalized Services</b> | <b>757-458-4918</b> | Hours: | Same as Main Store            |
| <b>Western Union</b>         | <b>757-458-4350</b> | Hours: | Monday – Saturday 0800 – 1800 |
| <b>Wireless Advocates</b>    | 757-458-4466        | Hours: | Same as Main Store            |

**30. PHONE/INTERNET/CABLE**

**Phone:** 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.

Location: NEX Phone: 757-458-4466

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.

Location: Behind Granadillo Circle housing in Phoenix cable office

Phone: 888-339-7150 Website: <http://www.gowifinavy.com/nsgb/housing-information.aspx>

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

Phone: 757-694-4651

### 31. BANKING SERVICES

| Navy Federal Credit Union  | Community Bank   |
|--|--|
| Location<br>NEX Atrium<br>Between Beauty/Barber Shop and<br>Personalized Services)   | Location<br><br>NEX Atrium   |
| Services   | Services   |
| <ul style="list-style-type: none"> <li>• Checking and Savings account services</li> <li>• Wires and Western Union</li> <li>• Check acceptance and Cashier's Check issuance</li> <li>• Auto and Personal Loans</li> <li>• Credit Cards and Instant Issue Debit Cards</li> <li>• Mortgages</li> <li>• <b>No Cash Transactions</b></li> </ul> | <ul style="list-style-type: none"> <li>• ATM Banking,</li> <li>• Certificates of Deposit (CDs),</li> <li>• Specialized Check Cashing,</li> <li>• Money Orders</li> <li>• Cashier's Checks (\$5.00).</li> </ul> |
| Commercial: 757-458-4449   | Commercial: 757-458-4266   |
| Hours: Monday – Friday 0900 – 1630   | Monday, Wednesday, and Friday 1000 – 1500<br>Tuesday, Thursday (New Accounts Only 8 -11am)   |
| Website: <a href="http://www.navyfederal.org">www.navyfederal.org</a>  | Website: <a href="https://www.dodcommunitybank.com">https://www.dodcommunitybank.com</a>   |

### 32. COLLEGES

| Navy College   | Columbia College   |
|--|--|
| Location<br>Chapel Annex, Room 11<br>Hours: Monday – Friday 0730 - 1500<br>Phone: 757-458-2227   | Location<br>Chapel Annex, Room 6<br>Hours: Monday – Friday 0900-1500<br>Phone: 786-438-1489  |
| Website<br><a href="https://www.navycollege.navy.mil/">https://www.navycollege.navy.mil/</a>   | Email: <a href="mailto:Guantanamo@ccis.edu">Guantanamo@ccis.edu</a><br>Website:<br><a href="http://www.ccis.edu/nationwide/guantanamo.aspx">http://www.ccis.edu/nationwide/guantanamo.aspx</a> |
| Columbia College National Testing Center   |  |
| <p><b>Exam Proctoring Services* Provided by Appointment</b></p> <p>DANTE: CLEP &amp; DSST; PearsonVue; GMAT; GED; College/University Tests;<br/>Certification Exams; Online &amp; Paper Exams.</p> <p><b>*A \$20.00 Proctor fee, per 2 hour exam is charged for some tests.*</b></p> |  |

### 33. LEGAL ASSISTANCE OFFICE

| Walk-in customer  | Attorney Services Appointments  |
|---|---|
| <ul style="list-style-type: none"> <li>● Notary</li> <li>● Power of Attorney</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> |
| Hours of operation: Monday, Tuesday, Thursday 0900-1500 *closed 1100-1300<br>Wednesday 0800-1100<br>Friday CLOSED |   |
| Location: Building 752, Same building as the Personal Property Office<br>Phone: 757-458-4692                      |   |

### 34. WOMEN, INFANTS, AND CHILDREN (WIC)

| Program Services Provided to Eligible Participants Overseas  | You may qualify for WIC Overseas if you  |
|--|--|
| <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> |
| <b>Location: Chapel Annex, Room 9</b>  |  |
| <b>Hours: Wednesday - Thursday 0930-1500 *closed for lunch 1130-1200</b>   |  |
| <b>Phone: 757-458-2186</b>   |  |

### 35. MILITARY POST OFFICE

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:** \*Max weight is 70 lbs. on all classes of mail.

First Class Mail (13 oz. or less) 7-14 days Standard Mail (130" max girth) 14-21 days  
 First Class Priority Mail (13oz-70 lbs) Priority Express mail services not available at this time.  
 Premium services (Money Orders, Certified, Registered, Insured >\$500

| Mail Flights   | Mail call:   | Mail Box Locations   |
|--|--|--|
| Mail arrives on AMC cargo flights on Tuesday and Friday.<br><br>Please plan accordingly when shipping items to NSGB ahead of your arrival.<br><br>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. | Mail will be picked up by your command's authorized mail orderly at the Post Office during mail call hours: M-TH 1300-1500.<br><br>Mail will be distributed to you via your command. | Letter less than 10oz may be deposited into drop boxes located throughout the base: <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> |
| Outgoing Mail  |  |  |
| Outgoing mail MUST be received and processed no later than the day before flights.   |  |  |
| Hours of operation   |  |  |
| Monday – Friday<br>0900 – 1530<br>Phone: 757-458-2156/2370   |  |  |
| Location: Building 838 off of Sherman Avenue between Chapel and BEQ  |  |  |

### 36. TEMPORARY LODGING FACILITIES

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

### **37. AMERICAN RED CROSS**

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.

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

Office hours: Monday – Friday (except holidays) 0800 – 1630

Respite Center hours: Daily 1000 - 2200

Location: Building 2142 Rogers Rd.

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

### **38. NAVY-MARINE CORPS RELIEF SOCIETY (NMCRS)**

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 that are directly caused by permanent change of station (PCS) orders issued to a service member when a government entitlement has NOT been received. Normally, expenses which occur more than 4 months after the fact may not be directly attributed to the PCS. If assistance is issued to cover Advance Travel, Advance BAH/OHA, or expenses which should have been addressed with Dislocation Allowance (DLA) or Temporary Housing Allowance (TLA), those expenses shall be provided as a Bridge Loan. See Joint Forces Travel Regulations (JFTR) <http://www.defensetravel.dod.mil/site/travelreg.cfm> for more information.

Phone: (757) 458-4394

Afterhours: (904) 542-3515

Website: [www.nmcrs.org](http://www.nmcrs.org)

Email: [Nicholas.d.tisor.mil@mail.mil](mailto:Nicholas.d.tisor.mil@mail.mil)

### 39. HURRICANE PREPAREDNESS

Hurricane season is from June until November. 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/>.

| Emergency kits should contain   | DO NOT bring the following to a shelter   |
|---|---|
| <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</li> <li>• Moist towelettes (baby wipes)</li> <li>• Towel and washcloths</li> <li>• Blanket or sleeping bag for each person</li> <li>• Battery-operated portable radio</li> <li>• Flashlight with extra batteries</li> <li>• Personal first aid kit</li> <li>• Prescription medication</li> <li>• Books, cards, games</li> <li>• Important papers such as: passports, marriage license, title to car, orders to the island, etc.</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> </ul> |
| <b>There are pet specific shelters</b>  |   |
| <b>Smoking is prohibited in all shelters</b>  |   |

### 40. CIVILIANS AND CONTRACTORS

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

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.

**Other things to inquire about may include MEDEVAC insurance housing requirements, and school attendance restrictions.**



## 42. SHUTTLE BUS SCHEDULE

| VL = Villa Mar, TK =Tierra Kay, IOF =JTF HQ Bldg., JAS = Joint Aid Station,<br>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

| <b>FERRY/UB SCHEDULE</b>  |      |       |                           |            |       |
|---|------|-------|---------------------------|------------|-------|
| <i>As of: January 2019</i>  |      |       |                           |            |       |
| Monday Thru Saturday  |      |       | Sunday & HOLIDAYS         |            |       |
| DEPARTING   | TIME | CRAFT | DEPARTING                 | TIME       | CRAFT |
| WINDWARD  | 0630 | FERRY | WINDWARD                  | 0730       | FERRY |
| LEEWARD   | 0700 | FERRY | LEEWARD                   | 0800       | FERRY |
| WINDWARD  | 0730 | FERRY | WINDWARD                  | 1030       | FERRY |
| LEEWARD   | 0800 | FERRY | LEEWARD                   | 1100       | FERRY |
| WINDWARD  | 0830 | FERRY | WINDWARD                  | 1330       | FERRY |
| LEEWARD   | 0900 | FERRY | LEEWARD                   | 1400       | FERRY |
| WINDWARD  | 0930 | FERRY | WINDWARD                  | 1530       | UB    |
| LEEWARD   | 1000 | FERRY | LEEWARD                   | 1600       | UB    |
| WINDWARD  | 1030 | FERRY | WINDWARD                  | 1730       | UB    |
| LEEWARD   | 1100 | FERRY | LEEWARD                   | 1800       | UB    |
| WINDWARD  | 1130 | FERRY | WINDWARD                  | 1830       | UB    |
| LEEWARD   | 1200 | FERRY | LEEWARD                   | 1900       | UB    |
| WINDWARD  | 1330 | FERRY | WINDWARD                  | 2030       | UB    |
| LEEWARD   | 1400 | FERRY | LEEWARD                   | 2100       | UB    |
| WINDWARD  | 1430 | FERRY | WINDWARD                  | 2230       | UB    |
| LEEWARD   | 1500 | FERRY | LEEWARD                   | 2300       | UB    |
| WINDWARD  | 1530 | FERRY | PHONE NUMBERS             |            |       |
| LEEWARD   | 1600 | FERRY | Port Control              | 4644/ 4188 |       |
| Windward  | 1630 | UB    | Port Services             | 4898       |       |
| LEEWARD   | 1700 | UB    | Windward Landing          | 5945       |       |
| WINDWARD  | 1730 | UB    | Leeward Landing           | 6902       |       |
| LEEWARD   | 1800 | UB    | IBC                       | 74110      |       |
| WINDWARD  | 1830 | UB    | AMC Flight Days Only      |            |       |
| LEEWARD   | 1900 | UB    | ADDITIONAL FERRY          |            |       |
| WINDWARD  | 2030 | UB    | FRIDAY AND SATURDAYS ONLY |            |       |
| LEEWARD   | 2100 | UB    |                           |            |       |
| WINDWARD  | 2230 | UB    |                           |            |       |
| LEEWARD   | 2300 | UB    |                           |            |       |
| WINDWARD  | 2330 | UB    |                           |            |       |
| LEEWARD   | 0000 | UB    |                           |            |       |
| Special Boat runs for late and unscheduled flights and any other special circumstances<br>can be set up through Port Services at x4644/ 4188 / 4830 |      |       |                           |            |       |