

Welcome Aboard

U.S. NAVAL STATION
GUANTANAMO BAY, CUBA
"PEARL OF THE ANTILLES"



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“Providing Professional and Caring Services When Needed Most!”

Welcome Aboard!!

Welcome to Naval Station Guantanamo Bay, Cuba – “Great Place, Great People, Doing What No One Else Can Do.” Fleet and Family Support Center provides essential life services to maintain warfighter readiness. In doing so, it provides operational readiness and retention support services, thereby enhancing the quality of life for all station personnel and family members. We do this by assisting sailors, soldiers, airmen, marines, coast guardsmen and family members during some of the most stressful and challenging times of a military career.

Attached you will find a prepared list of links which will take you to web pages regarding Naval Station Guantanamo Bay and information pertaining to quality of life. The first link is to the Military Installations Directory. If you need access to the Internet, check with your Fleet and Family Support Center or station library.

Thank you for your commitment and dedication to our great country.

Look here for your main source of information about Guantanamo Bay

Military Installations: [Naval Station Guantanamo Bay, Cuba](#)

Military One Source: [Plan My Move](#)

*If you are a Civilian or contractor, please remember to contact your HR for specific benefits or information about Guantanamo Bay that may be different than Active Duty service members.



FFSC Guantanamo Bay
Government Organization





Captain David Culpepper

Commander, U.S. Naval Base Guantanamo Bay
and
Commanding Officer, U.S. Naval Station
Guantanamo Bay

A native of El Segundo, California, Captain Culpepper graduated from the United States Naval Academy in May 1992 with a Bachelor of Science degree in Aeronautical Engineering.

Designated a Naval Aviator in June 1995 Culpepper was assigned to the GRIM REAPERS of FIGHTER SQUADRON 101 for initial training in the F-14 TOMCAT. Upon completion of training, Culpepper was assigned to the TOPHATTERS of FIGHTER SQUADRON 14 where he completed three deployments which included a NORLANT, NATO operations in Bosnia-Herzegovina, and Operations ALLIED FORCE and SOUTHERN WATCH for which the squadron was awarded the Battle E.

In January 2000 Culpepper was assigned to the Naval Strike and Air Warfare Center in Fallon, Nevada. Assigned as an instructor at the Navy Fighter Weapons School (TOPGUN), he was the subject matter expert for F-14 air-to-air employment and for the AIM-54 Phoenix air-to-air missile. Culpepper then reported to the BLACK KNIGHTS of FIGHTER SQUADRON 154 stationed in Atsugi, Japan. Immediately upon arrival he deployed with AIRWING FIVE aboard the USS KITTY HAWK for Operation IRAQI FREEDOM for which the squadron was awarded the Battle E. Following this deployment the squadron changed homeport to Lemoore, California and transitioned to the F/A-18F SUPER HORNET. The BLACK KNIGHTS subsequently deployed with AIR WING NINE aboard the USS CARL VINSON to again participate in Operation IRAQI FREEDOM. Captain Culpepper held duties as the Admin, Maintenance and Operations Officers.

After earning a Master's Degree in National Security and Strategic Studies from the Naval War College, Culpepper reported to the United States Special Operations Command. He served as the Special Operations Chief of Experimentation before reporting to STRIKE FIGHTER SQUADRON 195 as the Executive Officer.

While in Command of VFA-195, the Dambusters transitioned to the F/A-18E Super Hornet, creating the Navy's first, and only, all Super Hornet Air Wing. The squadron received back-to-back Boola Boola awards, the Safety S, and the CVW-5 Golden Wrench. Culpepper then reported as the Director of Training at Carrier Strike Group FOUR. He reported to Naval Station (NS) Guantanamo Bay as the commanding officer in April of 2015.

Captain Culpepper has over 4000 flight hours in the F-14 A-D, F/A-18 A-F and more than 900 arrested landings on eight different aircraft carriers. His personal awards include the Joint Meritorious Service Medal, the Navy Meritorious Service Medal, and multiple awards of the Air Medal including two Air Medals for Valor.



**PSC 1005 Box 29
FPO AE 09593**

**757-458-4141 or 4153
DSN: 660-4141 or 4153
Fax: 4429**

**Monday-Thurs 0730-1630
Friday 1000-1630**

Information & Referral

General Information
Information of Military Service Providers
Information & Referral Resource Library
Health & Medical Resources

Relocation Assistance Program (RAP)

Welcome Aboard Packets
Hospitality Kits
Sponsor Program
Smooth Move Information

Family Employment Readiness Program (FERP)

Career Development & Resource Center (CDRC)
Career Counseling
Education Resources
Employment Search, Opportunities & Information
Employment Workshops

Transition Assistance Management Program (TAMP)

Career Counseling
Transition Assistance Program (TAP) Seminar
Employment Assistance
CONSEP
Ombudsman Support

Life Skills Education

Anger Management Programs
Parenting Programs
Grief & Loss
Return Reunion
Suicide Awareness
Assertiveness Training
Stress

Sexual Assault Prevention and Response Program (SAPR)

Volunteer Victim Advocate Program
Sexual Assault Counseling and Intervention
Awareness and Prevention Training

Personal Financial Management (PFM)

Developing your Spending Plan (budget)
Money Management Workshops
Credit Management
Savings & Investments Class
Thrift Savings Plan for Uniformed Services
Home Buying for first timers
Financial Counseling
Consumer Awareness
Financial GMT for Personnel
Command Financial Specialists Coordinator
Information and Referral

Clinical Counseling Services

Short Term counseling for all ages
Behavior problems, Conflict resolution, and other stressors
Single Members' Issues
Marriage and other family issues
Children's school problems

Family Advocacy Program (FAP)

Point of Contact for reports of Child/Spouse Abuse
Crisis Intervention/Safety Planning
FAP Assessments/ treatment
FAP Training for Leadership, targeted groups/GMT
Domestic Violence Prevention
Family Advocacy Clinical Counseling and Prevention Education
Prevention and awareness
Domestic Violence Victim Advocacy



Ombudsman Information



An Ombudsman are a spouse or other family member of Naval Station Guantanamo Bay service member who has volunteered their time and effort to guiding other families through various problems that may arise from time to time.

Please note: the Ombudsman will not solve the problem for you, but will most likely be able to point you in the right direction to help you solve the problem on your own.

If you are a spouse or family member of Naval Station Guantanamo Bay command member and need support, you may contact your Ombudsman using the email below:

ombudsmannsgb@gmail.com

Cell Phone: 84792

Ombudsman fulfill the following roles:

- Serve as the **primary communicator** of information between the command and command families.
- Provide information and **outreach to command family members**. Interact and cooperate with organizations and military offices such as Fleet and Family Service Centers, chaplain's office, medical treatment facilities, Navy-Marine Corps Relief Society, American Red Cross, and legal assistance offices. These organizations are valuable resources in obtaining assistance for command family members.
- **Refer individuals** in need of professional assistance to appropriate resources. Ombudsman may provide support to individuals and refer them for counseling. Counseling is not provided by Ombudsman.
- **Act as an advocate** for command family members by helping access the appropriate level of the chain of command for intervention and for the forwarding of appropriate requests/grievances while **exercising confidentiality**.



Guantanamo Bay Cuba

U.S. Naval Base Guantanamo Bay is the oldest U.S. base overseas and the only one in a Communist country.

Located on the southeast corner of Cuba, in the Orient Province, the base is about 400 air miles from Miami, Florida. In December 1903, the United States leased the 45 square miles of land and water for use as a coaling station.

A treaty reaffirmed the lease in 1934 granting Cuba and her trading partners free access through the bay, payment of \$2,000 in gold per year, equating to \$4,085 today, and a requirement that both the U.S. and Cuba must mutually consent to terminate the lease.

The base is divided into two distinct areas by the 2 1/2 mile-wide bay. The airfield is located on the Leeward side and the main base is on the Windward side. Ferry service provides transportation across the bay. The primary mission of Guantanamo Bay is to serve as a strategic logistics base for the Navy's Atlantic Fleet and to support counter drug operations in the Caribbean.

Looking for more GTMO history?

*Check out
FFSC Guantanamo Bay's
Facebook page*

Personnel Support Detachment (PSD)

Guantanamo Bay

Personnel Support Detachment (PSD) welcomes you to Naval Station Guantanamo Bay, Cuba (GTMO). We are a member of Commander, Navy Personnel Command and Navy Pay and Personnel Support Center global network, delivering superior military pay, personnel and passenger transportation services around the world. The following items are provided to help you with your check-in process:

CHECK-IN/OUT PROCESS: PSD GTMO relies solely on Command Pass Coordinators (CPCs) and Transaction Online Processing System (TOPS) to process all military members' paperwork.

Travel Claims (Ref: Joint Travel Regulations (JTR)). The following items are required to complete your travel claim in a timely manner:

- Travel Claim shall be submitted to PSD within two days of reporting to your Permanent Duty Station (PDS) through your Command Pass Coordinator (CPC) via TOPS.
- Copy of dated original orders and all modifications with the check-in and 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 messing or lodging 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 expense.

Receipts:

- 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.

HOUSING ALLOWANCES: Refs: **OPNAVINST 4650.17 / 7220.12 CH-1, JTR - Chapter 10: Housing Allowances**

- **Single Basic Housing Allowance (BAH).** Not Authorized in GTMO. All single military members will be assigned Government Quarters.

- **Married BAH (based on dependents location).** Unaccompanied members may request BAH based on dependents location. Required documents are a current lease and a BAH Memorandum from your GTMO Command.

- **BAH Differential (Diff).** If divorced paying child support, 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
- Updated NAVPERS 1070/602 (Page 2/RED DA)

PSD Cont.

DISLOCATION ALLOWANCES (DLA): Refs: (MILPERSMAN Articles 1300-400, 7220-220, JTR Chapter 5, Part G)

- **Dependent DLA.** Accompanied members or member's whose family was 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.

- **Single Dislocation Allowance.** Not Authorized Single DLA in GTMO. All military members will be assigned Government Quarters upon reporting.

Family Separation Allowance (FSA). Active Duty Sailors are authorized to bring their family to GTMO, so you are not authorized FSA. The only exceptions to receiving FSA are:

- JTF Reserve Component military that are married / joint custody of children are authorized FSA.
- If family is not authorized to move to GTMO due to Exceptional Family Member Program.
- If a member gets married after he/she reports to GTMO and the spouse does not want to move.

Common Access Card (CAC). To schedule an appointment for a new CAC, the website is:

<https://rapids-appointments.dmdc.osd.mil> PSD GTMO does take walk-ins for the following reasons

- Blocked/Locked CACs
- Change Email Address
- CAC Issuing Schedule is Monday – Friday from 0800-1030, 1200-1430
- Walk-ins must understand that scheduled appointments will be seen first.
- Lost or stolen CAC replacements require a Command Memorandum and a Naval Station GTMO Police Report.

PASSPORTS. NAVSTA GTMO processes Official No-fee passports. Military dependents are required to have a Tourist Passport. **It is highly recommended to obtain a tourist passport prior to your arrival.** The following is provided to help you understand where to go and what to bring to complete your passports:

- **Official No-fee Passports** are completed by PSD GTMO by appointments only.
- **Tourist Passports** can be completed here in GTMO through the U.S. Embassy Office based out of Kingston, Jamaica when they visit GTMO once a quarter. All other questions can be answered at www.travel.state.gov

The following items are required to process a 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



U.S. NAVAL HOSPITAL GUANTANAMO BAY

“We enable readiness, wellness and healthcare to Sailors, Marines, their families, and all others entrusted to us worldwide, be it on land or at sea.”

Mailing Address:
U.S. Naval Hospital Guantanamo Bay
PSC 810, Box 185
FPO, AE 09859

Important phone numbers

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

Appointments	72110
After-hour Physician Advice Line	72690
Behavioral Health Clinic	72650
Clinical Case Manager	72221/72333
Dental Clinic	72239
Multi-Service Ward	72450
Occupational Health Clinic	72995
Optometry Clinic	72250
Overseas Screening/Medevac	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
Specialty Clinics	72410
TRICARE Beneficiary Services	72017

Patient Account Information

All base residents (DoD civil service, contractors, visitors, and any others not covered by TRICARE) who receive care at USNH GTMO are billed for that treatment. TRICARE beneficiaries are active duty military, retirees, and the dependents of both. Individual patients are responsible for all costs not covered by insurance, and the hospital is obligated to recoup 100 percent of what is billed to a patient (either from the patient and/or an insurance provider).

Because the hospital is outside the continental United States, USNH GTMO is considered a non-participating provider. All non-TRICARE beneficiaries should check with their medical insurance companies to see if they and their family members (if applicable) are covered for a hospital visit and/or a possible aerial medical evacuation. If an aerial medical evacuation is required, it will take several hours and could cost in excess of \$30,000.

Mailing Address: U.S. NAVAL HOSPITAL
PSC 810, COLLECTION AGENT
FPO, AE 09589
Commercial Phone: 757-458-2998 ext. 72230 or 72074
or 72610
DSN Phone: 312-660-2998, select Option 1, ext. 72230
E-mail: gtmpatientaccounts@med.navy.mil

Payment options: Cash or Check or Credit or Debit card or Paypal via www.pay.gov. Patients must have a patient account number to make payments through pay.gov.

U.S. NAVAL HOSPITAL GUANTANAMO BAY

Billing Procedures

All civilians (civil service, contactors, visitors, and any others not covered by TRICARE) who receive care at the hospital are billed for that treatment. TRICARE beneficiaries are active duty military, retirees, and the family members of both.

Paying patients are personally responsible for the payment of bills they receive for medical treatment at USNH GB. Patients are urged to fully understand the reimbursement policies of their health insurance provider. USNH GB will not bill insurers on behalf of paying patients.

All USNH GB 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.

Questions about patient billing should be directed in person to the UBO, or by phone to 72230, or by email at usn.gtmo.navhospgtmocu.list.gtmo-patient-accounts@mail.mil



Beneficiary Services

TRICARE SERVICE CENTER Location:
U.S. Naval Hospital Guantanamo Bay, 1st Floor, Rm 122
Mon-Fri 0700 - 1600
COM: 757-458-2998 ext. 72017
DSN: 318-660-2998 Opt. 1 Ext: 2017

What is TRICARE?

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 is maintained in the Defense Enrollment Eligibility Reporting System (DEERS). Sponsors are enrolled automatically into DEERS. Family members require enrollment.

For details on eligibility, enrollment, cost, and coverage options visit www.tricare.mil or contact your regional contractor.

Enrollment Requirement

- Military Identification
- Copy of current orders
- Copy of Dependent Entry Approval (DEA) (if applicable)

TRICARE Overseas Prime

Who: Active Duty and their family members

What: All medical and dental care received at the Military Treatment Facility (MTF) to include Medical Evacuations (MEDEVAC).

TRICARE Plus

Who: Retirees and their family

What: All medical and dental care received at the local MTF. TRICARE Plus **DOES NOT** fully cover the cost of Medical Evacuations (MEDEVAC).

MEDEVAC Coverages Options

- Check with you employer for coverage.
- Purchase a separate MEDEVAC insurance plan.
- Pay MEDEVAC service fees upfront. Apply for reimbursement through TRICARE Standard (co-pay and cost share apply).

THEY'RE YOUR BENEFITS, USE THEM!

For any questions or concerns, please stop by or contact your TRICARE Beneficiary Service Representative

Disclaimer: *"This information on **TRICARE** is specifically for Active/Retired Military & their dependents. Contractors & all other employees should check with their parent contracting official for medical/MEDEVAC coverage guidance"*

W.T. Sampson School

The W.T. Sampson School community provides an environment that inspires lifelong learning and prepares all students for success in a global society.

<http://www.am.dodea.edu/cubaweb/>

Elementary Campus Sure Start to 5th grade

To Enroll: Kindergarten students must be five years old by Sept. 1st of the school year.

Sure Start students must be four years old by Sept. 1st

Hot lunches are available at the elementary school. Lunch tickets may be purchased at NEX Customer Service counter for \$2.50.

PSC 1005 Box 50

FPO AE 09593

Telephone: 757-458-2207 DSN: 312-660-3576

Fax: 757-458-2520

Middle/High Campus

6th- 12th

The A/B Block Schedule provides a wide range of course offerings.

Extracurricular activities include sports, Student Council, and social activities.

6th through 12th grade students may bring lunch or eat hot lunch on campus. 8th-12th grade students may also elect to eat off campus. Hot lunch tickets can be purchased at NEX Customer Service for \$2.75.

PSC 1005 Box 49

FPO AE 09593

Telephone: 757-458-3500 DSN: 312-660-3500

Fax: 757-458-3629

Student registration is completed at the Elementary School. The following documents are required for enrollment: orders, dependent entry approval, birth certificate or passport, immunization and previous school records. 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 Registrar contacts previous school. *Contractors/Civilians please consult your HR for restrictions.*

GTMO School Liaison Officer (SLO)

Your GTMO SLO serves as the primary liaison between schools, Command, and the military families pertaining to pre-kindergarten through 12th grade youth issues. The role of the SLO involves informing and linking military families to resources and information needed for a smooth transition in and out of the Command.



SLO's provide:

- Home school linkage and support
- Special Education System Navigation
- Transition Services during PCS (on and off GTMO)
- Graduation requirements
- Schools & community outreach
- Understanding the special education process
- Free and Reduced Meal Program applications

GTMO School Liaison Officer Contacts:

Bill Mittenzwey

Chapel Hill Complex : Office 4A

DSN 312-660- 2172 / 757-458- 2172 or cell 757-458-2998 ext. 84616

gtmoslo@gtmo.navy.mil



HOUSING DEPARTMENT

Family Housing

Documents required:

- DD1746 Housing Application
- Sex Offender Disclosure Form
- Orders
- Dependency Verification
- Military: Page 2 (Navy/ Coast Guard), DEERS (Army, Air Force), REDS (Marines)
- Civilian: Marriage License, birth certificates for children
- Custody verification if applicable
- Copy of job/acceptance letter for civilians

Once all documents have been received, Housing will issue the Dependent Entry Approval. Dependents will need a copy of the DEA to enter the base. The DEA is also required before scheduling your household goods.

Because Naval Station Guantanamo Bay is a closed base, there is a shortage in Housing. Temporary housing is sometimes utilized to allow family members to travel concurrently before a permanent house is available.

HEAT

www.dko.mil/heat/apply

HEAT stands for Housing Early Application Tool. Navy Housing has developed HEAT to assist service members and their families in applying for housing Navy-wide.

Contact Housing as soon as possible to start the process of applying for housing.

DSN: 312-660-4172/4174

Commercial: 757-458-4172 / 4174

Email: housing2@gtmo.navy.mil

www.facebook.com/housingdepartmentguantanamo-bay

For pictures and floor plans, check out:

www.pinterest.com/navyhousing/ns-guantanamo-bay/

Unaccompanied Housing

Documents required to reserve a space:

- Orders and Housing Application: all other documents will be signed at check-in

What to bring:

- Personal items
 - Kitchen gear:
 - pots and pans, dishes, utensils
 - Small appliances:
 - coffee maker, toaster
 - Electronics:
 - TV, DVD player, phone, Wi-Fi router

What is provided:

- Furniture depending on facility: living room seating and tables, TV stand, computer desk, dining table and chairs, bed, chest of drawers, and night stand
- Appliances: Cooktop or range, microwave and refrigerator
- All facilities include: laundry rooms

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.

For more information or reservations contact:

DSN: 312-660-2040/2044

Commercial: 757-458-2040 / 2044

Email: housing2@gtmo.navy.mil

www.facebook.com/housingdepartmentguantanamo-bay

SUGGESTED ITEMS TO HAVE UPON ARRIVAL



Bring in your luggage or send a box ahead with these items

- ❖ Clothes for warm climate
- ❖ Sheets, blankets, pillows and cases
- ❖ Towels, wash cloths, shower curtain, hooks & bath mats
- ❖ Small portable radio
- ❖ Wireless router
- ❖ Landline telephone
- ❖ Clock
- ❖ Flashlight (candles are not allowed in the BOQ)
- ❖ Toys, games, books, playing cards
- ❖ Small assortment of tools
- ❖ Baby gate (for pets/ small children)
- ❖ Pet Supplies- pet food, litter box, toys
 - ❖ Supplies are limited or not available, please plan accordingly if you use specific brands/ items



Hospitality kits are available for a limited time. Kits contain dinnerware, pots and pans, coffee maker, iron and ironing board.

Contact the Fleet and Family Services for more information

GTMO Resident



- Stateside cell phone service/providers (Sprint, AT&T, Verizon, etc.) are not available on island. Be aware that internet is slower than stateside.
- Be sure to have at least 30 days worth of medications upon arrival.
- Car insurance is easier to activate stateside; providers covering GTMO are USAA.
- Upon arrival of vehicle shipment, registration takes place through the Motor Vehicle Registration office and completion of island safety inspection. Inspection is \$8 and registration is FREE!
- Bringing a motorcycle? Motorcycle riders must attend Motorcycle Safety training stateside prior to arrival to Guantanamo Bay. Moped under 50CCs do not require motorcycle safety course. All safety gear is required for motorcycles and mopeds.
- Bank fees may occur with stateside banks at ATMs. Consider opening accounts with USAA, Navy Federal Credit Union, Community Bank or Bank of America.
- 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.
- In unaccompanied housing, all basic furniture & cooking appliances are provided. Kitchen items (pots/pans/utensils) are not included.
- Washer and Dryers are INCLUDED at all units. Do not bring these items as storage space is limited.
- Lawn equipment (lawn mower, weed eater, etc.) is available at Self-Help Shop for use or may bring in household goods.
- Blinds are provided in housing, curtains are not. NEX does not sell curtains or rods, these can be ordered online after arrival when window sizes are determined.
- Bring hobby supplies! There is not a craft store or crafting department at the NEX. Determine what you will need to maintain your favorite past times.
- Military Birthday Celebrations (Military Balls) are open to residents, bring military and civilian formal wear to take part in the special events.
- NEX has limited selection of children's and plus size clothing, online ordering may be required.
- When using email accounts such as Google's gmail or Yahoo, you will need to have a secondary email to confirm your log-in from the new location point (Cuba). Noted to be easier when logged-in from a mobile device through an app to reduce probability of being locked out of your account.



Moving With Pets



DOD regulations limit pet shipment to passengers in PCS status only. Pets are defined as dogs and cats only. You are limited to two pets per family. Pet space is limited on all flights, so request reservations early. Reservations will be made on a first-come, first served basis.

For AMC Rules and Regulations visit

<http://www.amc.af.mil/shared/media/document/AFD-090521-055.pdf>

Flying with your Pets

All pets must travel aboard scheduled AMC flights through Norfolk or Jacksonville. AMC has imposed a weight limit of 150 pounds including carrier(s). Pet carriers must be approved for air shipment. If your pet will be traveling in cabin, the kennel cannot exceed 20"x16"Wx8"H. Currently there is a shipping fee for each pet. Pet(s) weighing 71-140 (including kennel) will be charged as two pieces. Pet(s) between 141-150 (including kennel) will be charged as three pieces. Please make travel arrangements with AMC early to ensure space. Contact Norfolk or Jacksonville AMC for more information.

Vaccinations and Health Certificate

Rabies vaccinations are required for all dogs and cats over the age of three months. All core vaccines, including rabies, must be current before arrival. The rabies vaccination must have been given at least 30 days prior and less than the required vaccine interval (either 1 or 3 years depending on the type) before arriving to the island. You will need a veterinarian signed certificate of health for each pet, and letter of acclimation, and rabies certificate dated not more than 10 days prior to departure stateside. When departing GTMO all vaccines must be current and you must acquire a health certificate, letter of acclimation, rabies certificate no older than 5 day before your departure of GTMO.

Registration

All animals must have microchip identification. Pet registration with the veterinarian is mandatory within 14 days of your arrival.

Veterinary Services

Guantanamo Bay's Veterinary Clinic is a full service facility. Services are available to all residents, including DOD and contractors.

Clinic hours are Monday, Tuesday, Wednesday & Friday 0800-1600, and Thursday 0800-1200.

Contact 757-458-2212 or DSN 660-2212 for more information.



Essential Travel Documents



- PSC orders
- Military records
- Passport (please see PSD page for more information)
- Airline tickets
- Household goods inventory
- Car titles/shipping paperwork
- Pet records
- School records
- Entry approvals
- Stateside driver's license
- Marriage certificate

Additional items

- Records/Appraisals for high-value items
- Mortgage papers
- Social security numbers
- Birth certificates
- Wills
- Banking records
- Enough checks for 90 days
- Insurance policies
- Immunization records
- Transcripts
- Employment Records





AMC Air Terminal

Guantanamo Bay

Passenger Terminal



AMC Terminal Guantanamo Bay Cuba

NAS JAX AMC Terminal

Navy/AMC Air Terminal Norfolk

Guantanamo Bay, Cuba

E-mail: FlightRequest@gtmo.navy.mil

PSC Com: 757-458-6364/6199/6388

PSC DSN: 312-660-5399-6364/6199/6388

Fax Com: 757-458-6170

Fax DSN: 312-660-6170

Navy/AMC Air Terminal Norfolk, Va.

E-mail: spacea@airtermnorva.navy.mil

Flight Information Com: (757) 444-4118/4148

Flight Information DSN: 564-4118/4148

Fax Com: (757) 445-7501

Fax DSN: 565-7501

NAS Jacksonville, Fla.

PSC Com: (904)542-8165

PSC DSN: 942-8165

Fax Com: (904)542-3257

Fax DSN: 942-3257

- **Flights to GTMO every Friday and every other Tuesday**

GTMO Commercial Flights

IBC Travel
FLY TO & FROM GUANTANAMO BAY
on the Newer & Faster, 30-Seat Saab 340B



Several weekly flights to and from Guantanamo Bay

For reservations and more information, call us at:

Guantanamo Bay: 757-458-4850

United States: 954-834-1700 or call Toll Free: 866-422-7000



The Greater Jacksonville Area USO Centers

Contact Information

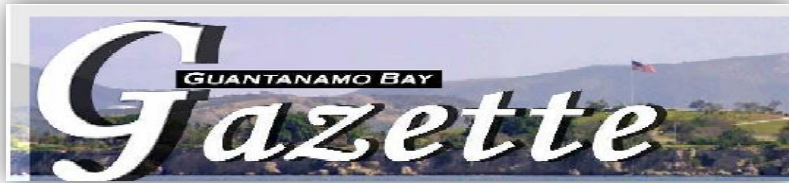
www.jaxuso.org

USO WELCOME CENTER
Jacksonville International
Airport
Main Terminal, First Floor
Jacksonville, FL
Open Monday thru Sunday
7AM to 11PM
904-741-6655

NAS JAX USO CENTER
NAS Jax, Bldg 1050
P.O. Box 108
Jacksonville , FL 32212-0108
904-542-3028
904-778-2821 or 778-7928
Open Monday-Friday
9am-5pm
Closed Saturday & Sunday

MAYPORT USO CENTER
2560 Mayport Road
Atlantic Beach, FL 32233
904-246-3481
Open Monday-Friday
9am-9pm
Closed Saturday & Sunday

Where can you get your local news?



Access newsletter through the internet at:
www.cnic.navy.mil/Guantanamo/index.htm



Radio GTMO

103.1 FM “The Blitz”

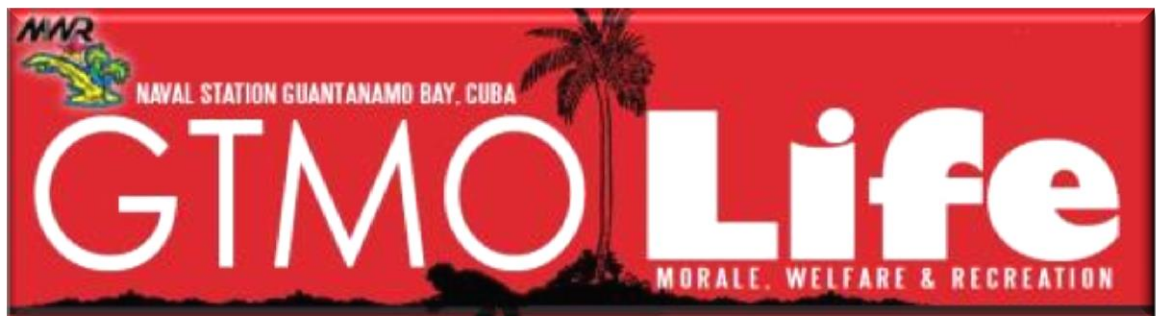
1340 AM Talk Radio

102.1 FM “The Mix”

Phone#: 757-458-2300



Access the JTF newsletter through the internet at:
<http://www.nsgtmo.navy.mil/jtfgtmo>



Monthly MWR activities, classes, and events listing



Located inside the Base Communications Office (N609) on Sherman Avenue.
Contact us at 757-458-2998 ext. 77362 or 77479
M-F 0800 - 1630

Telephone Service – Local and Long distance - To establish telephone service, you **must** bring your housing assignment letter. Base Communications Office (BCO) provides your local dial tone while SCSI provides you with Long Distance, Internet and Cellular services. SCSI sends out a combination bill of all your services around the 5th of each month. Payment is due by the 15th of each month. Bills not paid by the last business day of the month will accrue a \$10 late fee. Check and Cash only, no debit/credit cards accepted at this time. Your phone # will be 011-5399-XXXXX. On base dial the last 5 digits only. Calls coming in from the US must dial the complete number.

Long Distance Rates - US/ Canada - \$.12, Europe \$.25, Puerto Rico - \$.30, Africa - \$.75, Asia/ Central America/ South America, Australia/ Caribbean/ Mexico - \$.50. All 800 calls are billed at \$.15 per min. Rates subject to change please contact SCSI for more information.

BCO 800 Dialing Plan - Customers are allowed to dial from their residences, a "Select List" of toll-free 800 numbers. Please visit SCSI for an updated list of toll free 800 (888,866,877) numbers. If a valued 800 number is found not to be on the list, simply call 2500 and place a request to have number added. You do not need to dial 1 to access any 800 numbers on list. 88 gets you access to a dial tone, and then simply dial the 800 number. If you have any questions regarding the dialing plan, call 2500.

Internet Services - Dial-up service \$35.00 per month, available the same day (with working phone line)
DSL service \$70 per month. Usually requires 3-5 business days to establish depending on your housing assignment. DSL requires an external DSL modem.

DSL Metered Services starting at \$49 (Voip capable)

Modem cost \$90. There is a admin fee of \$25 to establish DSL. All internet services require payment of one month service in advance, admin fee (DSL), current monthly pro-rate and any equipment.

Cellular Phone Service - \$49 per month / \$51 per month with Voicemail. Monthly rates include unlimited local calling. Long Distance service can be added on a pre-paid basis, Min \$50. Standard Long Distance rates apply, .50 cent connect fee applies to each completed LD call.

SCSI has cell phones for sale for \$200, or you can activate your own if compatible (GSM/900 freq) with only a \$50 activation fee. Cell service is available same day, requires first month service in advance, current month pro-rate and any equipment purchase.

Calling Cards - SCSI calling card machines are located throughout the base in the following denominations: \$5, \$10, and \$20. Cards can be recharged at our cashier's window for a minimum of \$50 and shared with friends and family in the US.

Outgoing calls are \$.12 per minute to the US and incoming calls from the US are \$.20 a minute with a \$.50 connect fee for all completed calls. Local access number is 2980. AT&T access is 2935

Base Information - Dial 2000 from any phone for Base information.

PHOENIX CABLE INC.



CABLE SERVICE

Monthly Charges	Premium Channels	Installation Charges
Basic Cable \$43.00	HBO	Converter Deposit \$25.00
Additional Boxes \$17.50	Cinemax	Remote Deposit \$5.00
Movie Channel \$15.00	Showtime	Subscription Fee Deposit \$10.00
Additional Movie channel \$15.00(first) \$14.00 (after)	The Movie Channel	Cable Reconnection Fee \$15.00
Late Payment \$10.00		
		Complete Initial Deposit \$83.00

AFN, TV Guide, Community Roller, CNN, AFN Movie Channel, ABC, TNT, CBS, NBC, A&E, TLC, FOX, Telemondo, Cartoon Network, ESPN, Lifetime, Discovery Channel, TBS, AFN Spectrum, WGN, Family Channel, PCI Barker, AFN Extra, CMT, C-Span, BET, PBS, ESPN2, SCI Channel, History, Turner Classics, AFN News, AFN Sports, Food Network, WB

INTERNET SERVICE

Cable internet is available for a monthly fee of \$85.00 and a installation fee of \$40.00. Upon leaving base you must return cable box and remote control to our office. We will not transfer accounts to any other individual.

Please note – at this time there is a 6 month to one year waiting list for cable internet due to limited bandwidth.

Contact us at 757-458-2510. Located behind Grenadillo Circle housing.

COMMUNITY BANK



Located in the NEX Atrium
Phone#: 757-458-2998 ext. 75116
Fax#: 757-458-2998 ext. 75117

OPEN: Monday, Wednesday, and Friday 10:00 a.m. – 3:00 p.m.
Tuesday, Thursday (New Accounts Only 8 -11am)

Services Include ~ ATM Banking, Certificates of Deposit (CDs),
Specialized Check Cashing, Money Orders , Cashier's Checks (\$5.00).

NAVY FEDERAL CREDIT UNION

Welcomes you to

Guantanamo Bay, Cuba



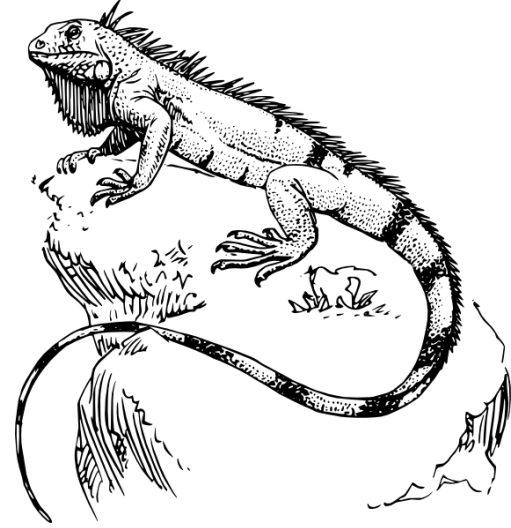
HOURS OF OPERATION

MON-FRI	0930 - 1700
SAT-SUN	CLOSED
HOLIDAYS	CLOSED




Non-Cash Facility, Savings and Checking Accounts, Visa
Mastercard and Visa Sharecheck, Consumer Loans.

COME IN OR CALL (74333) LOCATED IN THE NEX ATRIUM!

MWR FACILITIES





- Recreation & Leisure

-  Marina & Sailing Center
 - Ground Zero Paintball Range
-  Marblehead Bowling Center
 - Ceramics & Wood Shop
-  Library
 - Auto Skills Center
 - Movie Theater

- Sports & Fitness

- GJ Denich Fitness Center
- Windjammer Pool
- Marine Hill Pool
- Splash Pad
- Golf Course & Pro Shop





Additional Hotspots

-  Fleet & Family Support Center
-  Goat Locker (Chief's Club)

- Nightlife

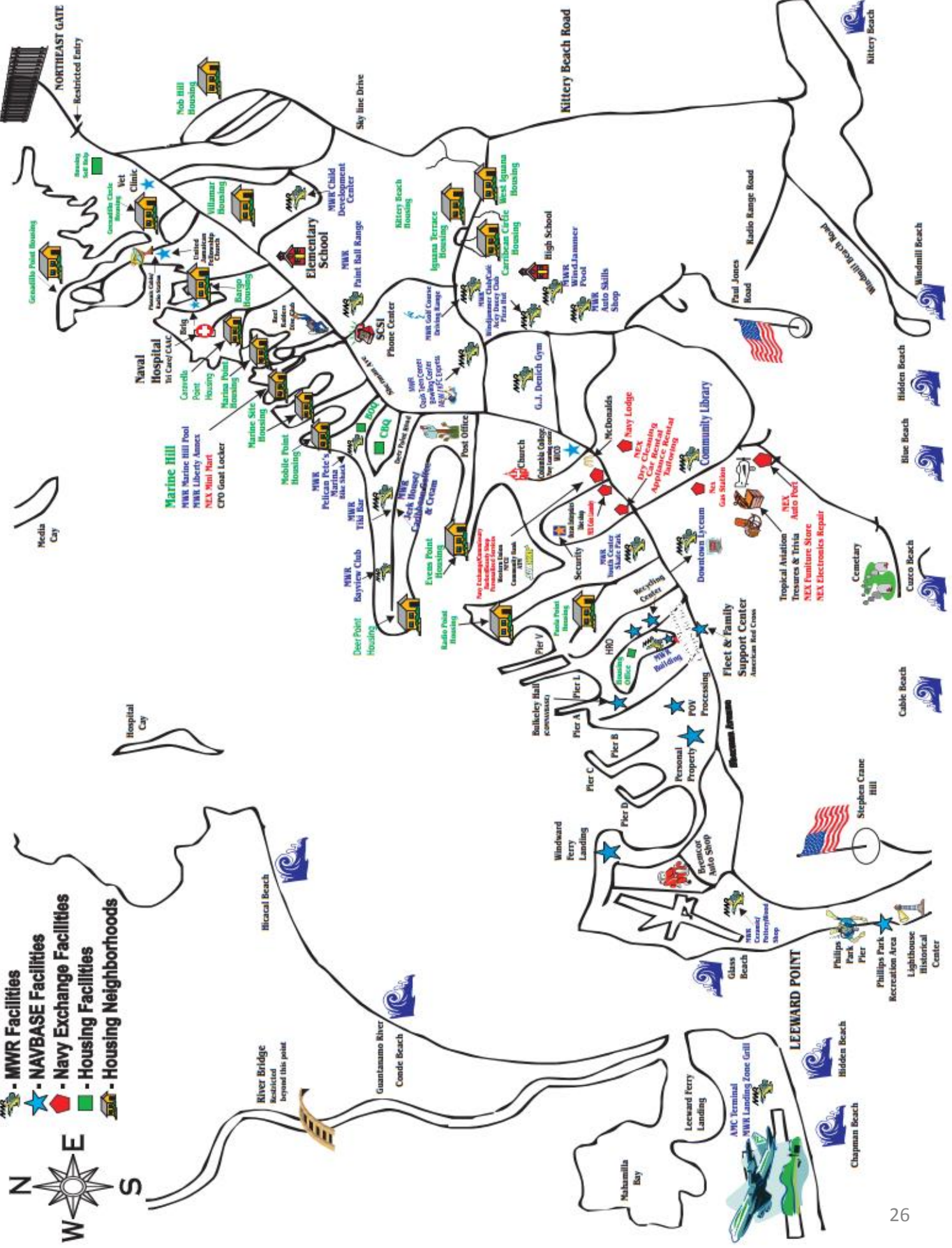
- Tiki Bar
- Windjammer Club
-  O'Kelly's Irish Pub
 - Rick's Lounge (Officer's Club)
 - Clipper Club (Leeward)
 - Pirate's Cove (JTF)

- Dining

- Bayview Club
-  Caribbean Coffee & Cream (Triple C)
-  Jerk House
-  Taco Bell/Triple "B"
 - Pizza Hut Express
-  Windjammer Café



- MWR Facilities
- NAVBASE Facilities
- Navy Exchange Facilities
- Housing Facilities
- Housing Neighborhoods



Chapel Services

“A beacon of hope for Guantanamo Bay”

Services include:

- Catholic
- Protestant
- Gospel
- Christian Fellowship
- Liturgical Protestant
- Church of Jesus Christ of Latter Day Saints
- Pentecostal Gospel Temple
- Iglesia Ni Cristo
- Lord Reigns International
- Islamic Prayer
- Seventh Day Adventist
- Friends of Bill/Friend of Lois
- JTF Troopers' Chapel - Sunday services at 0900 and 1900



NAVSTA CHAPEL WORSHIP SCHEDULE

ROMAN CATHOLIC SERVICES

Mon-Thur 1730 Daily Mass

(Sacristy in Chapel)

Sat 1700 Mass (Chapel)

Sun 0900 Mass (Chapel)

*** LITURGICAL PROTESTANT SERVICE ***

Sun 0930 Worship Service (RM 1)

*** PROTESTANT WORSHIP SERVICE ***

Sun 1100 Worship Service (Chapel)

*** GOSPEL WORSHIP SERVICE ***

Sun 1300 Worship Service (Chapel)

*** GTMO BAY CHRISTIAN FELLOWSHIP ***

Sun 1800 Worship Service (Chapel)

*** ISLAMIC PRAYER***

Fri 1300 (RM 2)

*** SEVENTH DAY ADVENTIST***

Sat 0930 & 1100 (RM 19)

PENTACOSTAL GOSPEL TEMPLE

Sun 0800 & 1700 (RM 13)

*** CHURCH OF JESUS CHRIST OF LATTER DAY SAINTS ***

Sun 0900 Sacrament Meeting (RM 19)

*** THE LORD REIGNS INTERNATIONAL MINISTRIES ***

Sun 0600 Worship Service (RM 17)

*** IGLESIA NI CRISTO ***

Sun 0530 & 1900 Worship Service (RM 1)

For more information about these and other religious ministries contact
NAVSTA Chaplains' office at: navstachapel@gtmo.navy.mil

Volunteer Opportunities

- Plant Nursery
- Lighthouse Museum
- MWR events/sport programs
- Parent/Teacher Organization (PTO)
- Beach or Street Clean-ups
- Red Cross
- Fleet and Family Support Center
- Various Community Organizations



Civilians & Contractors

We are excited to welcome you to the island. Please review all policies with your Human Resources department in regards to any Guantanamo Bay specific restrictions or guidelines. **Such things to inquire about may include medivac insurance, housing requirements, and school attendance restrictions.**



Child and Youth Programs

Welcome To GTMO

Let your child be immersed in a world of opportunities!

The Child Development Center (CDC), School Age Care (SAC) and Youth Programs provide services 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 activities such as sports leagues, cheerleading, homework assistance, and much more.

Hours of Operation

CDC 6:30 a.m. – 5:30 p.m.

Youth Center M-F 2:30 p.m. - 5:30 p.m. Summer M-F 6:30a.m – 5:30 p.m.

Teen Center * times may change

Tuesday– Friday 2:00 PM – 6:00 PM

Saturday 1:00 – 8:00 PM

Please call for further information about summer hours.

For enrollment information, please call 757-458-3664. You can also visit our web site at www.navymwr.org and click on the CYP logo.



Hurricane Season

Hurricane season is from June until November. Keep a stocked hurricane basket nearby. If you live in hurricane resistant housing, have these items in your home. If you don't, have them ready to transport to the shelter.

Baskets should contain the following:

- 3-day supply of ready-to-eat food (non perishable)
- 3-day supply of drinking water
- Disposable plates and silverware
- Manual can-opener
- Portable cooler
- Change of clothing
- Personal toiletries
- Moist towelettes (baby wipes)
- Towel and washcloths
- Blanket or sleeping bag for each person
- Battery-operated portable radio
- Flashlight with extra batteries
- Personal first aid kit
- Prescription medication
- Books, cards, games

Do **NOT** take the following to a community shelter:

Pets
Valuables
Alcoholic beverages
Electronic devices
Large toys
Non-essential personal belongings

Smoking is prohibited in all shelters

New to GTMO

Monthly Orientation and Tour



- **Meet other new arrivals**
- **Learn about base history and resources**
- **Bus tour of the base with stops at key locations**
- **Open to ALL active duty, dependents, civilians, contractors, and visitors**

Call ext 4141 at Fleet & Family Support to RSVP.

Space is limited, call today!

Community Clubs & Organizations

- Army Ball Committee
- Army Warrant Officer Association
- Boy Scouts
- Chief Petty Officer Association (**CPOA**)
- Cuban American Association
- The 4x4 Club
- Defense Media Activity (**AFN-Radio GTMO**)
- Fire Department Ball Fund
- First Class Petty Officer Association
- Girl Scouts
- Guantanamo BAY Community Club (**GBCC**)
- Jamaican Independence Day Committee
- Light House Association
- Black Heritage Organization
- Marine Ball Committee
- Masonic Club
- Migrant Arts of Craft Association
- Naval Hospital Wardroom
- Naval Station Wardroom
- NAVSTA GTMO Junior Enlisted Association
- Navy Ball Committee
- Parent Teacher Organization (**PTO**)
- Reef Raiders Dive Club
- Seabee Ball Fund
- Security Social Committee
- Seniors Taking a Trip
- United Jamaica Fellowship
- USNH HM Ball Committee
- W.T. Sampson Activity Fund
- Yatera Seca Golf Association



NAVY-MARINE CORPS
BALL COMMITTEE

<http://www.nmcrs.org/>

757-458-2998 ext. 84171/2258

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.

Women, Infants, and Children Overseas Program



WIC info

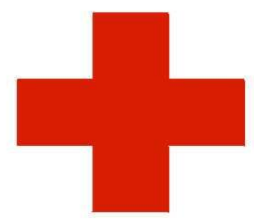
WIC Overseas is a nutrition education & supplemental food program.

You may qualify for WIC Overseas if you:

- Are currently pregnant
- Are breastfeeding your infant, up to 1 year of age
- Are up to 6 months postpartum
- Have an infant or child up to 5 years old

For more information & prescreening call or stop by GTMO WIC Overseas Office
DSN: 723-2186

Located in the Chapel Annex, Room 9



American Red Cross

Together, we can save a life

<https://redcross.org>

We are located in Center Bargo.
Hours of operation are 8:00 a.m. to 4:30 p.m. Monday – Friday.
757-458-2511/2512
Cell 757-458-2998 ext. 84150
After Hours 757-458-2998 ext.84150

**Armed Forces Emergency Services
Things you and your family back home should know.**

Be sure that your family, or someone in the states, knows your military address on GTMO and your Unit extension. If you know you will be receiving a Red Cross message, please notify your command. They can start your paperwork and have it ready when the message arrives. Commands have after hour emergency contact numbers for the American Red Cross. If you know of a situation back home and nothing has been started yet, we can start the process here on station and most likely save 4 to 6 hours of time. Emergency leave is dependent upon the individual's message and member's unit. The American Red Cross will verify emergency situations for retired, DOD, contract personnel and all persons who are American citizens.



Local Bus Schedule

WORK EXPRESS BUS SCHEDULE

MONDAY TO SUNDAY 0600 TO 2400

C-POOL	6:00	C-POOL	22:00
VL 07	6:23	VL 07	22:23
VL 18	6:25	VL 18	22:25
VL 37	6:27	VL 37	22:27
VL 725	6:30	VL 725	22:30
	6:35		
CC 04		CC 04	22:35
CC38	6:37	CC 38	22:37
SALLIE PORT 1	6:42	SALLIE PORT 1	22:42
CAMP 5	6:45	CAMP 5	22:45
CAMP 5	7:15	CAMP 5	23:15
SALLIE PORT 1	7:16	SALLIE PORT 1	23:16
CC 04	7:21	CC 04	23:21
CC 38	7:23	CC 38	23:23
V L 725	7:28	VL 725	23:28
VL 37	7:30	VL 37	23:30
VL 18	7:32	VL 18	23:32
VL 7	7:34	VL 7	23:34
C POOL	7:45	CPOOL	23:45
C-POOL	14:00		
VL 07	14:23		
VL 18	14:25		
VL 37	14:27		
VL 725	14:30		
CC04	14:35		
CC38	14:37		
SALLIE PORT 1	14:42		
CAMP 5	14:45		
CAMP 5	15:15		
SALLIE PORT 1	15:16		
CC 04	15:21		
CC 38	15:23		
VL 725	15:28		
VL 37	15:30		
VL 18	15:32		
VL 7	15:34		
C POOL	15:45		

Route Legend

VL – Villa Mar

TK – Tierra Kay

IOF – JTF HQ Bldg.

JAS – Joint Aid Station

CC – Caribbean Circle

C-Pool – Central Motor Pool

PRIMARY JTF BUS ROUTES

FRIDAY/SATURDAY 0500-0200

SUNDAY-THURSDAY 0500-0100

ROUTE	BUS # 1	BUS # 2	BUS # 3
	00 BUS START 0500	20 BUS START 0520	40 BUS START 0540
CAMP AMERICA			
GAZEBO	01	21	41
CAMP AMERICA NEX	02	22	42
CAMP DELTA	04	24	44
CAMP 6	07	27	47
TK 4	13	33	53
JAS	14	34	54
TK 3 - TK 100	15	35	55
TK 2 - MINI MART	16	36	56
TK 1	17	37	57
CC	19	39	59
WINDJAMMER / GYM	22	42	02
GOLD HILL GALLEY	24	44	04
NEX	26	46	06
NEX LAUNDRY	27	47	07
C POOL	30	50	10
DOWNTOWN LYCEUM	31	51	11
NEX	33	53	13
GOLD HILL GALLEY	35	55	15
GYM/WINDJAMMER	37	57	17
CC	40	00	20
TK 1	41	01	21
TK 2 - MINI MART	42	02	22
TK 3 - TK 100	43	03	23
TK 4	44	04	24
CAMP 6	50	10	30
CAMP DELTA	53	13	33
IOF	55	15	35
CAMP AMERICA NEX	57	17	37
GAZEBO	58	18	38
CAMPAMERICA	00	20	40



Navy College

The Navy College Office can assist you with:

- Academic counseling
- Active duty tuition assistance benefits
- CLEP & DSST testing
- SAT & ACT testing
- MGIB & POST 9/11 benefits and more . . .

Julio Garcia, Director
x2227

nco.gtmo@usnbgtno.navy.mil



- Associate and bachelor's degrees as well as certificate programs.
- Eight-week courses that meet two nights per week.
- Five sessions each year in January, March, June, August and October.
- Evening, and online classes that can be taken simultaneously.
- Start-and-stop degree flexibility to meet work and family obligations.
- Financial aid to qualified students, including those taking online courses.
- CLEP testing center. Register for CLEP testing.
- DSST testing center. Register for DSST testing.



Lou Giamelle, Director
75555

Website: www.ccis.edu/ 35

Email: guantanamo@ccis.edu



Main: 757-458-2040/2044

DSN: 312-660-2040/2044

Fax: 757-458-2597

Email: NGISmail@usnbgtmo.navy.mil

Website: www.cnic.navy.mil/guantanamo



Guantanamo Bay, Cuba

Main: 757-458-3103

Email: navylodge.guantanamobay@nexweb.org

Web site: <https://www.navy-lodge.com/>



Prior to Arrival
* Dial first 757-458-_____

AMC Terminal	6408
Child Development Center	3664
FFSC	4141
Hospital Quarterdeck	72360
Housing	4172
NAVSTA Base Admin.	4003
Personal Property	4495
PSD	4460
School Liaison Officer (SLO)	2172

On Island

Autoport	75215
Dive Shop	75336
EMERGENCY	911
Galley Hotline	2068
Hospital Appointments	72110
Hospital Prescription Refill	72930
Legal Assistance	4692
Library	4700
Lyceum (Movie) Hotline	4880
Operator	2000
Phoenix Cable	2510
Post Office	2156
SCSI	77362
Security	4105
Self Help	3413
Vehicle Registration Office	4151
Veterinary Clinic	2212
WT Sampson Elementary	2207
WT Sampson High School	3500



Sexual Assault Prevention and Response

SAPR VA

55578 / 4677 / 4141

Sexual Assault Response Coordinator-

84577/ 4227/ 4141

Sexual Assault Victim Advocate 24/7

Response Line- 84578

Naval Hospital ER- 72690

Chaplain- 2323