



FLEET AND FAMILY SUPPORT CENTER, GUAM

PSC 455, BOX 157
FPO AP 96540
(671) 333-2056/7
FAX (671) 333-2023



Hafa-Adai and Welcome to Guam!

Congratulations on your orders to Guam. This handout will provide you with helpful websites and information to assist you on your move. If you have not been assigned a sponsor, please contact your Command Sponsor Coordinator or email our office at ffscguam@fe.navy.mil. Ensure you provide your name, rate/rank, marital status, number of accompanying dependents (if applicable), and an email address and/or a good contact number to the command you are being assigned so that your sponsor can reach you.

OMBUDSMAN INFORMATION

Ombudsmen are appointed by the Commanding Officer of a command to serve as a key link between the command leadership and families. They provide an abundance of resources to meet the unique challenges families may face and to enhance the quality of life. Be sure to get in contact with the command ombudsman for any questions or resources when moving to Guam.

Attached is the link to the Command Navy Installations Command (CNIC) Ombudsman Registry (<https://ombudsmanregistry.cnic.navy.mil/>) where you can locate the contact information for your gaining ombudsman or by calling the Fleet and Family Support Center (FFSC) on Guam at 671-333-2056/57

MYNAVY FAMILY APPLICATION

This app is a tool developed for Navy Sailors' and spouses to gain information and resources to help understand the unique Navy lifestyle. This app provides features such as Military Installation Search, MyNavy Career Center, Emergency Contacts, a Calendar, Content Sharing and Feedback about the app. Download the app at www.Applocker.Navy.mil available in the Apple App Store and Google App Store.

GENERAL INFORMATION

Below are a list of websites that give an overview of businesses and lifestyles on Guam:

<http://www.guam.gov> (the official portal for the Island of Guam)

<http://www.guamchamber.com.gu> (Guam Chamber of Commerce)

<http://www.visitguam.org> (Guam Visitor's Bureau)

www.guampdn.com (Pacific Daily News, Guam's main local newspaper)

www.kuam.com (Guam's KUAM TV Station)

www.guampedia.com (information on Guam)

<http://www.guamphonebook.com> (Guam Phone Book)

AIRPORT TO LODGING

You should have a sponsor assigned to you by your gaining command. Your sponsor should pick you up at the airport or arrange for your pick-up. If for some reason you are not met at the airport, go to the Discover Guam Welcome/Information Center at the airport where you can place a call. This desk is manned during peak arrival times, usually from 2:00 p.m. to 6:00 p.m. and 11:30 p.m. to 6:00 a.m. A phone is available to use when the desk is not manned. Please make transportation arrangements prior to arrival.

TEMPORARY LODGING

Keep in mind that everyone, whether living in bachelor housing or the civilian community, must check in through the Housing office within 48 hours or next business day.

YOU MUST CALL GATEWAY INNS FOR RESERVATIONS OR FOR NON-AVAILABILITY AT (671) 339-5259 or (DSN) 339-5259. Do not rely on the internet reservation system to confirm reservations or for non-availability; you must call. Your sponsor and the Navy Housing Office, which is located at Building 3191, U.S. Naval Base Guam (671) 333-2081/88, are your best resources in gathering information and suggestions when selecting either temporary or permanent housing. Attached is a link that will be used as a guide to locate TLA approved hotels. Please ensure to type "Guam" into the search engine. <https://apps.usfa.fema.gov/hotel/main/searchResults>

Loaner items are available at the **Fleet & Family Support Center** to incoming and outgoing personnel, married or single living on or off base, and their families. The Loaner Locker is to be used while household goods are in transit; all of the items are available at no cost. These items can be checked-out for a period of 45-days or when a set delivery date is in place. Items include, but are not limited to, pots and pans, dishes, cooking/eating utensils, irons/ironing boards and coffee pots. Please ensure to bring a copy of PCS orders. For more information call (671) 333-2056/7.

PETS/QUARANTINE

While active duty and family members are working on overseas screening, you should also begin the required screening on any pets transferring with you. This is a time consuming process and how long your pets are quarantined on Guam depends on preparation. Links below will provide you with the required information for pets coming to Guam and quarantine regulations.

There are two authorized quarantine facilities on Guam:

- Andersen Air Force Base Pet Lodge (671) 366-5020 or email 36FFS.FSCT.PetLodge@us.af.mil
- Harper Valley Kennels (671) 477-8381

For needed information please visit:

- <https://www.militarymwr.guam.com/programs/024b1e5e-c1c1-427e-ba35-99df1caf90a6> (Andersen AFB Veterinary Treatment Facility)
- <https://www.google.com/search?client=firefox-b-d&q=Guam+Harper+Valley+Kennels> (Harper Valley Kennels)
- <http://www.hourglass.pro/> (Pets On The Go)

HOUSEHOLD GOODS

Members are entitled four types of shipments:

- 1) Regular Move
- 2) Express: up to 600 pounds of immediately needed items
- 3) Non Temporary Storage: authorized to store items that you do not need (winter clothes), and other items not able to fit in a typical small Guam home
- 4) POV : Most active duty sailors have the right to ship one vehicle w/ orders from your assigned duty station or for those attending a school. You will want to check your enlistment contract to verify this is authorized.

Visit your nearest Personal Property Office for information on these shipments and on shipping restrictions/requirements to Guam.

HOUSING AND LAWN CARE

The Navy Housing Office is located at Building 3191 on U.S. Naval Base Guam. For information on On-Base/Off-Base Housing call (671) 333-2081/8 or visit their website at https://www.cnmc.navy.mil/regions/jrm/installations/navbase_guam/ffr/housing_and_lodging.html Relocation tools are available at www.militaryonesource.mil.

If you decide to live in government quarters, you are advised to leave your washer, dryer, refrigerator, and stove in non-temporary storage in CONUS. The government quarters furnishes all appliances except for microwave ovens. Off-Base rentals MAY or MAY NOT provide washers and dryers. Keep in mind that homes on Guam are small; you may want to leave large items in storage in CONUS.

Although not every house requires lawn maintenance, you are highly encouraged to bring your mower as residents in most base housing are responsible for mowing their own lawns. Self Help has some mowers for daily check out.

TRICARE

When you arrive on Guam, you must go to the TRICARE Service Center at Naval Hospital, located in the hospital atrium, to enroll yourself and/or your family in the TRICARE program for this region. The TRICARE Service Center is open Monday – Friday from 8:00 a.m. to 4:00 p.m. Call (671) 344-9777/9881 if you have any questions.

Your family must be command sponsored to enroll in TRICARE Prime. The following documents are required at time of enrollment:

- Copy of the sponsor's orders or command sponsorship letter to verify command sponsorship status.
- The report of suitability for overseas assignment or message of suitability via message traffic.
- The medical/dental/educational suitability screening for each family member.

If you do not have the above mentioned information, your family may only be enrolled into TRICARE Plus.

Contact Information:

- Health Benefits Advisors (671) 344-9425/9032
- Enrollment Specialists (671) 344-9777/9881
- U. S. Naval Hospital Tricare Website: <http://www.tricare-overseas.com>

USO GUAM

The Guam USO is located inside the Royal Orchid Hotel 1st floor, at 626 Pale San Vitores Rd. in Tumon and Andersen Air Force Base Davis Ave. Visit the center for a relaxing atmosphere that includes free internet, television, movies, interactive electronic gaming, refreshments, and a place you can call your "home away from home".

The staff and volunteers can provide information about Guam and offer resources on transportation and lodging needs. They also provide literature and information about special military programs, discounts available on the island along with printing, faxing and CAC enabled computers for use.

Hours of Operation:

Andersen Air Force Base: Daily 10:00 a.m. – 8:00 p.m.

USO Tumon: Daily 8:00 a.m. – 9:00 p.m.

Contact Information:

AAFB (671) 654-4876/3270

USO Tumon (671) 647-4876

EDUCATION/SCHOOLS IN GUAM

View School Liaison Officer Webpage on MilitaryMWRGuam.com website.
<https://nbg.militarymwr Guam.com/child-youth/school-liaison-officer-slo>.

Active duty military and eligible civilian personnel may choose to enroll their children in DoDEA-Pacific Guam Schools, public schools, private schools or to home school. However, parents choosing to enroll their children in schools other than DoDEA-Pacific Guam Schools will be responsible for paying any potential costs. Majority of military service members' children attend the four DoDEA-Pacific Guam Schools. Parents are highly encouraged to **HAND-CARRY COPIES OF SHOT RECORDS AND SCHOOL RECORDS** such as report cards/high school transcripts, test results, IEP, and other records that may help with student placement.

DEPARTMENT OF DEFENSE EDUCATION ACTIVITY (DoDEA) - PACIFIC GUAM

SCHOOLS Visit www.dodea.edu/pacific for eligibility, registration, immunizations (to include PPD or “TB”), calendars, uniforms, school bus transportation, curriculum standards, courses, programs, graduation requirements, test data, and more. Call 671-344-9578.

ENTRANCE AGE for Early Childhood ON/OR BEFORE SEP 1: PreK: 4 years; Kindergarten: 5 years; 1st grade: 6 years.

SCHOOL ATTENDANCE ZONES AND SCHOOL BUS TRANSPORTATION

The school your child will attend is based on where you live and not on where you work. Before signing an off-base housing lease agreement, contact the school or school bus office to verify if the housing address is the attendance zone and to verify school bus service. Email school bus office at guam.STO@dodea.edu.

Andersen Elementary School (PreK-5th) (671) 366-1511 <https://m.facebook.com/andersen.ES> located on Andersen Air Force Base.

Andersen Middle School (6th-8th) (671) 366-3880, <https://m.facebook.com/andersen.MS> located on Andersen Air Force Base.

Commander McCool Elementary/Middle School (PreK-8th) (671) 339-8676, <https://m.facebook.com/mccool.EMS> located on Naval Base Guam.

Guam High School (9th-12th) (671) 344-7410, <https://m.facebook.com/guam.HS> located next to Naval Hospital.

YOUTH SPONSORSHIP: A Youth Sponsor is a peer who assists another peer in feeling welcomed to the area, provides access to positive peer groups and social activities, and helps military children feel connected at their new duty station. Contact any of following to request youth sponsorship.

NavyCYP@militarychildcare.com.

Navy FFSC Instant Friends Club (671) 333-2056/7

McCool Elementary Anchored4Life (671) 339-8676

Andersen Elementary School Anchored4Life (671) 366-1511

McCool Middle Junior Student 2 Student (671) 339-8676/9

Andersen Middle School Junior Student 2 Student (671) 366-3880

Guam High School Student 2 Student (671) 344-7410

ADDITIONAL GUAM SCHOOL OPTIONS, WEBSITES AND CONTACTS:

- Public Schools: Guam Department of Education www.gdoe.net (671) 300-1631 or (671) 475-0457. K: 5 yrs on/before July 31.
- Guam Home School Support www.guam-hsa.org or www.guamhomeschool.com.
- Public and Private School Bus Transportation (671) 646-3122/3166/3208.

- **Helpful websites:**

- Plan my Move, Military installation information, Military Youth on the Move, Special Needs www.militaryonesource.mil

- Find a school <https://schoolquest.militarychild.org> or www.greatschools.org
- Exceptional Family Member Program (EFMP) Navy www.public.navy.mil/bupers-npc/support/efm/; Air Force <https://www.afspecialneeds.af.mil>

Island Wide School Liaison Officer: sloguam@fe.navy.mil, (671) 349-6251 or (671) 349-1141
 School Liaison Directory: <https://www.dodea.edu/partnership> (A network of school liaison officers to assist military families with questions about schools prior to PCSing and while at duty station.)
 Website: Naval Base Guam <https://ngb.militarymwr.gov/child-youth/school-liaison-officer-slo>
 Website: Andersen AFB <https://aafb.militarymwr.gov/child-youth/school-liaison-officer>

CHILDCARE

Child care is available on or off-base. On-base, the Child Development Center (CDC) is open for both full-time or drop-in care. Drop-in care is first-come-first serve, if there is space available. If drop-in care is full, CDH (Child Development Homes) are available. Hours of operation are: Mon-Fri 6:00 a.m. to 6:00 p.m. For more information about childcare both on and off-base and enrollment call (671) 564-1844.

Naval Base Guam has a Teen Center available on base. School Age Care is open before and after school and busing to and from DoDEA schools is available but limited. The SAC and Teen Center runs a summer program during the DoDEA summer breaks. Call (671) 339-6130 for registration and information.

Information for CDC, CDH, SAC and the Teen Centers may be found online at <https://www.militarymwr.gov>. “Click” on Families and select the type of child services you are interested in. To submit a request for care for ages 6 weeks - 12 years of age go to <http://militarychildcare.com>. To learn more about the programs, visit the Navy Child and Youth Program website at <https://www.navycyp.org/>.

EMPLOYMENT

The FFSC Guam has a Family Employment Readiness Program (FERP) that family members can use as a resource in their job search. The following websites may assist you in job hunting and/or provide you with an overview of jobs available on Guam.

- www.usajobs.gov
- <http://www.simplyhired.com/search?l=guam>
- <http://www.indeed.com/jobs?q=&l=guam>

The following organizations may be of additional assistance in your job search:

- Joint Region Marianas Human Resource Office: (671) 349-2224/4222/4263/1064
- Non-Appropriated Funds (NAF) Human Resource Office MWR:(671) 349-1155
- Navy Exchange Human Resource Office: (671) 339-6588/9/93
- AAFES Exchange Human Resource Office: (671) 653-4085

GETTING CONNECTED

- **Guam Power Authority (GPA)**
(671) 647-5787/648-3000 www.guampowerauthority.com/
Monday – Friday 7:00 a.m. – 5:00 p.m.
- **Guam Waterworks Authority (GWA)**
(671) 647-7800/7803 www.guamwaterworks.org/
Monday – Friday 7:30 a.m. – 6:00 p.m.
- **Docomo Pacific** (phone, cable and internet)
(671) 688-2273 www.docomopacific.com
Monday – Friday 8:00 a.m. – 6:00 p.m. Saturday 9:00 a.m. – 5:00 p.m.

- **GTA** (phone, cable and internet)
(671) 644-4482 (24 hour Customer Support Center) Website: www.gta.net
(NEX Satellite location) Monday-Saturday 9:00 a.m.-7:00 p.m. Sunday 9:00 a.m.-6:00 p.m.
(AAFES Satellite location) Monday-Sunday 10:00 a.m.-7:00 p.m.
- **IT&E** (phone and internet)
(671) 922-4483 Website: www.ite.net
(Harmon Office) Monday-Friday 8:30 a.m.-5:30 p.m.
(AAFES location) Monday-Sunday 10:00 a.m.- 7:00 p.m.

Keep in mind that your CONUS based cell phone will work on Guam with roaming but you may incur charges for this service. For a current list of local cell phone providers, please check the yellow pages of the telephone book: <http://www.guamphonebook.com>

DRIVER'S LICENSE REQUIREMENTS

Within 30 days of arriving, family members with a valid driver's license from one of the 50 United States or a United States territory must obtain a Guam driver's license.

The following are required to apply for a Guam Driver's License:

- Valid stateside or territory driver's license
- Valid ID (Passport, Military ID, Green Card, Guam ID, Stateside ID, Firearm's ID, Naturalization Certificate)
- U.S. Social Security Card or Social Security Certification from the Social Security Office
- Driver's License Application Form
- Pass Vision Test (No Written or Road test is required)

The Military Spouse Residency Relief Act (MSRRA) does not exempt dependents from having to adhere to this rule. The dependent having all these documents will surrender their valid license; complete the driver's license application form, have their picture taken, and pay a fee of \$25.00 for a valid Guam driver's license. This license is valid for three years. (A \$45.00 fee may be paid for a five year license.)

For those who are not staying in Guam for over a year but longer than 30 days, there is the option of an extension that will allow one to keep their out-of-state license longer, for a fee of \$25 which will have to be submitted and paid for at the Guam Revenue and Taxation office in Barrigada.

Call the Division of Motor Vehicles Driver's License Branch at (671) 635-7651 or 1761 (driver's license exam). Also, visit their website: <https://www.guamtax.com> and download the application form. Hours of operation are: Monday – Friday (except holidays) 8:00 a.m.-5:00 p.m.

Obtaining a Guam Driver's License

Individuals who have **NEVER** been licensed to drive must attend and successfully complete a driver's education course before registering to take the written test. Once a certificate of completion has been obtained, the unlicensed driver must report to the Motor Vehicle Division with a licensed driver to register for the written test. If a minor, parents, **who are on the birth certificate**, need to accompany minor applicant and must have a valid Guam driver's license.

Fees: Written Exam: \$15.00 (pay at University of Guam, cash only)
Learner's permit: \$10.00 (valid for 2yrs from date of issue)
No charges for Road examination

- **First Time Drivers over 18 years of age:**
 - Possess a valid certificate of completion from a driver's education service consisting of 40 hours training (32 classroom hours and 8 in-car hours)
 - Present a valid form of identification
 - Present original social security card
 - Complete the Driver's License Application Form

- Pass written & road test
- Must be accompanied by a designated driver that is 21 years of age or older holding a Guam driver's license.

- **Appointments are required to take the Driver's Written and Road examinations.**

The following documents are required:

- Valid ID such as Passport, Military ID, Green card, etc...
- Social Security Card – original or certification from the Social Security office

Call the Motor Vehicle Division, Driver's License Branch for appointments, (671) 635-7651; the written exams are given by University of Guam.

- **Motorcycle License:**

If an Active Duty service member or a dependant has a valid motorcycle license from any of the 50 states of the United States or its territories, a Guam motorcycle license must be obtained within 30 days of arriving. No exam is required; except a vision test that is performed at the Division of Motor Vehicles. To transfer the motorcycle license costs \$25; these are the documents that are required:

- The valid motorcycle license
- A valid picture
- ID (Military ID, Passport, Stateside ID, etc)
- Social Security Card – original or certification from the Social Security office

- **Privately Owned Vehicle (POV)**

A Temporary Vehicle Permit from the Revenue and Tax Motor Vehicle Division is required for you to pick up your vehicle. The permit is good for five days and the fee is \$5.00. The POV Office on Naval Base Guam will not release your POV without the temporary permit.

Privately owned vehicles must be currently insured, pass a Guam Safety Inspection, and must be registered with the Motor Vehicle Division before being operated on the roads of Guam.

Service members are encouraged to contact their current vehicle insurance company to verify if vehicle coverage is effective on Guam.

Your vehicle must pass a safety inspection to be registered on Guam. You must have your current Vehicle Registration on hand to get a Safety Inspection. Inspection fee is \$15.00. Your vehicle must be inspected every year and vehicle registration must be renewed with Department of Revenue & Taxation Motor Vehicle Division every year on the month that it was issued. For more information, call the Department of Motor Vehicles, Vehicle Registration Branch at (671) 635-1886/1898, Monday through Friday 8:00 a.m. to 5:00 p.m.

- **Privately Owned Vehicle (POV) / Motorcycle Registration**

Registering your vehicle - the following is needed to apply for Guam Vehicle Registration:

- Certificate of Ownership (title) or Lien from a financial institution
- The original manufacturer's Certificate of Origin
- Certification of Automobile Liability Insurance (Public Law 20-216)
- Complete Vehicle Registration Application Form
- A passed Guam vehicle safety inspection checklist

Service members may register their vehicles and maintain their current plates provided the plates are registered and that the state allows service members to keep their plates out of state.

- **Registering under the Service Members Civil Relief Act (SCRA)**

You must meet the following requirements to register your vehicle under the Service Members Civil Relief Act:

- Be an Active Duty member of the U.S. Armed Forces
- Possess a current Military Identification Card
- Have current U. S. Mainland Vehicle Registration Certificate

- Pass a Guam Safety Inspection Checklist
- Certification of Automobile Liability Insurance (Public Law 20-216)
- Complete Service Members Civil Relief Act Application Form
- Only Active Duty Members can apply

Spouses and dependents with a power of attorney are not entitled to the benefits enumerated under Title 50 U.S.C. 511 Section 574 of the Service members Civil Relief Act.

Registration fees will vary according to type of vehicle. Fees are based on weight and capacity. The registration fee for a sedan can range from \$58.00-\$65.00. Fees for pick-up trucks will be slightly higher due to the capacity and weight of the vehicle.

See Website: <https://www.guamtax.com>.

- **Guam Vehicle Tax**

- Any vehicle, new or used, owned less than ninety (90) days is subject to a 4% tax when shipped to Guam, even if the car is validly registered in another state.
- The Vehicle Tax is calculated based on the purchase price of the vehicle.
- Please contact the Navy Regional Legal Service Office (RLSO) at (671)333-2061 for additional information or the NLSO Website: <http://www.jag.navy.mil/>

For more information on Licensing and Registration requirements please visit Guam Department of Revenue and Taxation Website at: <https://www.guamtax.com>.

BASE REGISTRATION

To register your POV:

- Complete the registration process at Motor Vehicle Division and proceed back to Naval Base Guam Visitor Control Center (located outside of Naval Base), with Guam Vehicle Registration certificate, proof of insurance, Military ID and Driver's License.
- Motorcycles: Because of the unique condition of Guam's roads all military personnel who wish to operate a two-wheeled vehicle over 50cc's must attend the Motorcycle Safety Course regardless if he/she has passed such a course at another base. Operators must provide proof of attendance at the Motorcycle Safety Course, Guam Motorcycle Driver's License, Valid Military ID, valid motorcycle registration and current proof of insurance.

Please call the DZSP-21 Annex 404 Safety Office at (671) 339-7233 for more information or to make an appointment to attend a Motorcycle Safety Course.

Visitor Control Center (VCC) – Bldg. 1657B (located outside the Main Gate of NBG)

Telephone: (671) 339-5208

For Contractors: Hours of Operation: 0700-1600 Mon-Fri (Closed Weekends and Holidays)

For Guests: Hours of Operation: 0900-1530: Mon-Fri (Closed Weekends and Holidays)

NOTE: VCC Closes at 1400-hrs every other Wednesday.

We hope the information provided is useful in making your relocation a smooth one! Once again, welcome aboard! The staff at the Fleet and Family Support Center looks forward to serving and assisting with your move to Guam. Contact us at the address or phone numbers above or email us at: ffscguam@fe.navy.mil

Marcy Baza
FFSC Installation Program Director