

# Welcome Aboard

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



Updated 12/2016

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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: <http://www.militaryinstallations.dod.mil>

(Enter Installation: Naval Station Guantanamo Bay



Military One Source:

<https://apps.militaryonesource.mil/MOS/f?p=PMM:ENTRY:0>

**\*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.**



# 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**

**Office: 757-458-4141 or 4153  
DSN: 312-660-4141 or 4153  
Fax: 757-458-4429**

**Monday-Friday 0730-1630  
Building #: 2135**

### **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  
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](mailto:ombudsmannsgb@gmail.com)

Cell Phone: 84792

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

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 gold coins 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.

Photo # NH 98920 Officer's Club at Deer Point, Guantanamo Bay Naval Station, Cuba, 28 June 1979



Northeast Gate from Cuban side. Cuban workers coming to work aboard the Naval base. Photo taken late 1963.

# 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:

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**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](http://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](http://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](mailto:gtmpatientaccounts@med.navy.mil)

Payment options: Cash or Check or Credit or 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](http://pay.gov).



# 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](http://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"*

# 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](mailto:usn.gtmo.navhospgtmocu.list.gtmo-patient-accounts@mail.mil)

## The Greater Jacksonville Area USO Centers



### Contact Information

[www.jaxuso.org](http://www.jaxuso.org)

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

**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

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

# 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.dodea.edu/WTsampsonEHS/index.cfm>

## Elementary Campus Sure Start to 5<sup>th</sup> grade

To Enroll: Kindergarten students must be five years old by Sept. 1<sup>st</sup> of the school year. Sure Start students must be four years old by Sept. 1<sup>st</sup>

PSC 1005 Box 50

FPO AE 09593

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

Fax: 757-458-2520

## Middle/High Campus 6<sup>th</sup>- 12<sup>th</sup>

The A/B Block Schedule provides a wide range of course offerings. Extracurricular activities include sports, Student Council, and social activities.

PSC 1005 Box 49

FPO AE 09593

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

Fax: 757-458-3629

For information on our School Meal Program and availability of Free and Reduce Lunches you go to our WT Sampson Web page or the NEX webpage <https://www.mynavyexchange.com/StudentMealProgram-FARM>

**Documents 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 12<sup>th</sup> 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](mailto: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](http://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](mailto:housing2@gtmo.navy.mil)

[www.facebook.com/housingdepartmentguantanamo-bay](http://www.facebook.com/housingdepartmentguantanamo-bay)

For pictures and floor plans, check out:

[www.pinterest.com/navyhousing/ns-guantanamo-bay/](http://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](mailto:housing2@gtmo.navy.mil)

[www.facebook.com/housingdepartmentguantanamo-bay](http://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

# NSGB

## TIPS 'n' TRICKS

- Be sure to have at least 30 days worth of medications upon arrival.
- Car insurance is easier to activate stateside the only provider at this time is 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.





# Naval Base Guantanamo Bay Cuba

## Veterinary Treatment Facility



PSC 1005 Box 52  
FPO, AE 09593

### Contact Information

Phone: 2212

Voicemail: 2102

Animal Control: 90441

After Hour Emergency: 84618

Bldg. GC 87

We are located across the street from Grandillo Circle and the CDC sign.

We are closed all federal holidays. We close early on the last business day of the month for Monthly inventory.

\*\*\* All after hour's emergencies will be charged an additional \$35 fee. Emergencies include life, limb, or eyesight.

### Hours of Operation

Monday: 8:30-4:00

Appointment

Tuesday: 8:30-4:00

Surgery Appointments

Wednesday: 8:30-4:00

Appointment

Thursday: Closed

Training

Friday: 0830-1600

Appointment

Saturday: Closed

\*\*\*Emergencies Only\*\*\*

Sunday: Closed

\*\*\*Emergencies Only\*\*\*

### Services

- ❖ Vaccinations & Wellness Visits
- ❖ Spay or Neutering
- ❖ Sick Call
- ❖ Routine Surgery
- ❖ Dental Cleaning and Extractions
- ❖ Wound Care
- ❖ X-rays \*drop off appointment only
- ❖ Ultrasounds
- ❖ Nail Trims
- ❖ SoftPaw application  
(We do not provide the SoftPaws)

### Public Health Command Policy & Housing Policy

- ❖ Your pet must be registered within 14 days of arrival.
- ❖ Your pet's medical record is required for registration. We will not sign off your in-processing sheet without it.
- ❖ Pets must be microchipped and up to date with vaccinations.
- ❖ Your pet must be spayed or neutered if over 1 year old. This is base policy and Army Public Health Command Policy. We cannot see breeding animals. This means if your pet is not spayed/neutered you will not be able to use our services including getting a health certificate.
- ❖ It is against housing policy to have outdoor pets. We recommend your pet wears a collar while outside.
- ❖ We are not responsible for rehoming pets if you are no longer able to care for them.
- ❖ Schedule an appointment for a Health Certificate as soon as you have a flight reservation. Health Certificates are only valid for 5 days leaving from Guantanamo Bay.
- ❖ Ensure your pet is up to date with all vaccines. Vaccines must be administered at a minimum 48 hours prior to Health Certificate appointment.
- ❖ If traveling overseas, check the [USDA](#) website for additional requirements to foreign country. We do not issue USDA Health Certificates.

# 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
- Cash on hand

## 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



AMC Terminal Guantanamo Bay Cuba

NAS JAX AMC Terminal

Navy/AMC Air Terminal Norfolk

Guantanamo Bay, Cuba  
E-mail: [FlightRequest@gtmo.navy.mil](mailto: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](mailto: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 NSGB every Friday and every other Tuesday**

## NSGB Commercial Flights

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



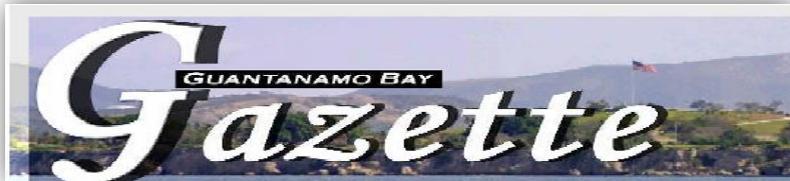
Several weekly flights to and from Naval Station Guantanamo Bay

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

# Where can you get your local news?



Access newsletter through the internet at:  
[www.cnic.navy.mil/Guantanamo/index.htm](http://www.cnic.navy.mil/Guantanamo/index.htm)



Radio GTMO

103.1 FM “The Blitz”

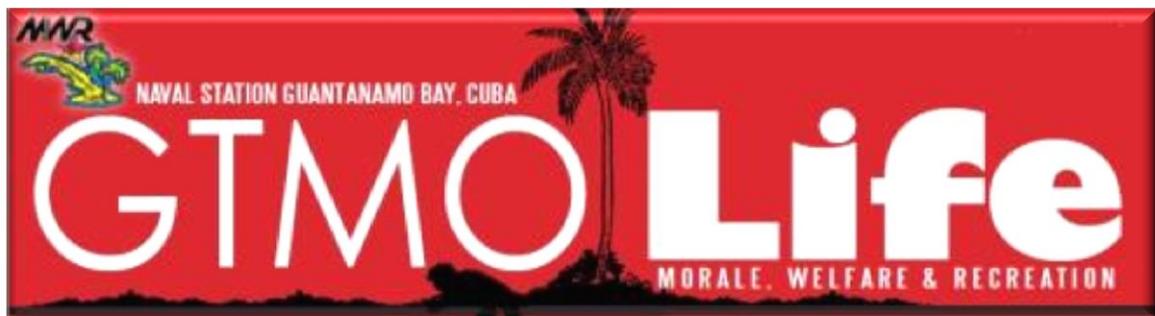
1340 AM Talk Radio

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

# T-Mobile Support

Toll Free: 1-844-546-5367



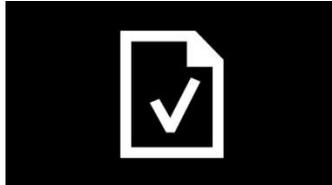
Hours of Operation: 8am – 11pm EST

To ensure accurate handling of your call, please use the number above

## Network



## Billing



## Self Service



Use the details below to understand your service and support options

### Network

- If bringing your own device, check with your T-Mobile sales associate or current cellular phone provider to make sure your device is compatible with T-Mobile's HPSA+ and LTE network
- No roaming charges with T-Mobile Guantanamo Bay

### Device Troubleshooting

- If your handset is having trouble, start by powering your handset off and on
- Use: [www.support.t-mobile.com](http://www.support.t-mobile.com) for basic troubleshooting steps and to learn more about your device

### First Bill Expectations\*

- The first bill cycle will close within 1-4 days of activation
- You will also see the next full month's MRC, taxes, regulatory fee, and EIP charges (if applicable).

### UseT-Mobile.com\*

- Check your bill
- Pay your bill
- Make payment arrangements
- Change your plan
- Add/remove features
- Order devices

### Download T-Mobile App\*

- Available for Android and IOS
- Use the app to:
  - Check usage
  - Pay your bill
  - Make payment arrangements
  - Track order status

\*Note: Bill Expectations, T-Mobile.com, and T-Mobile App is not applicable for PIA & Prepaid Support is available via toll free number

# PHOENIX CABLE INC.

## CABLE SERVICE



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

**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**

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

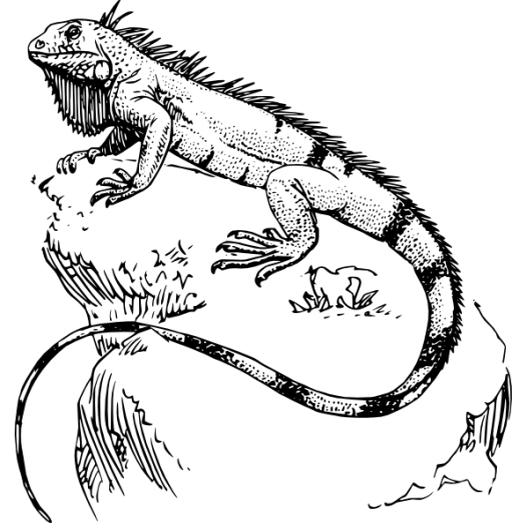
SAT-SUN CLOSED

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



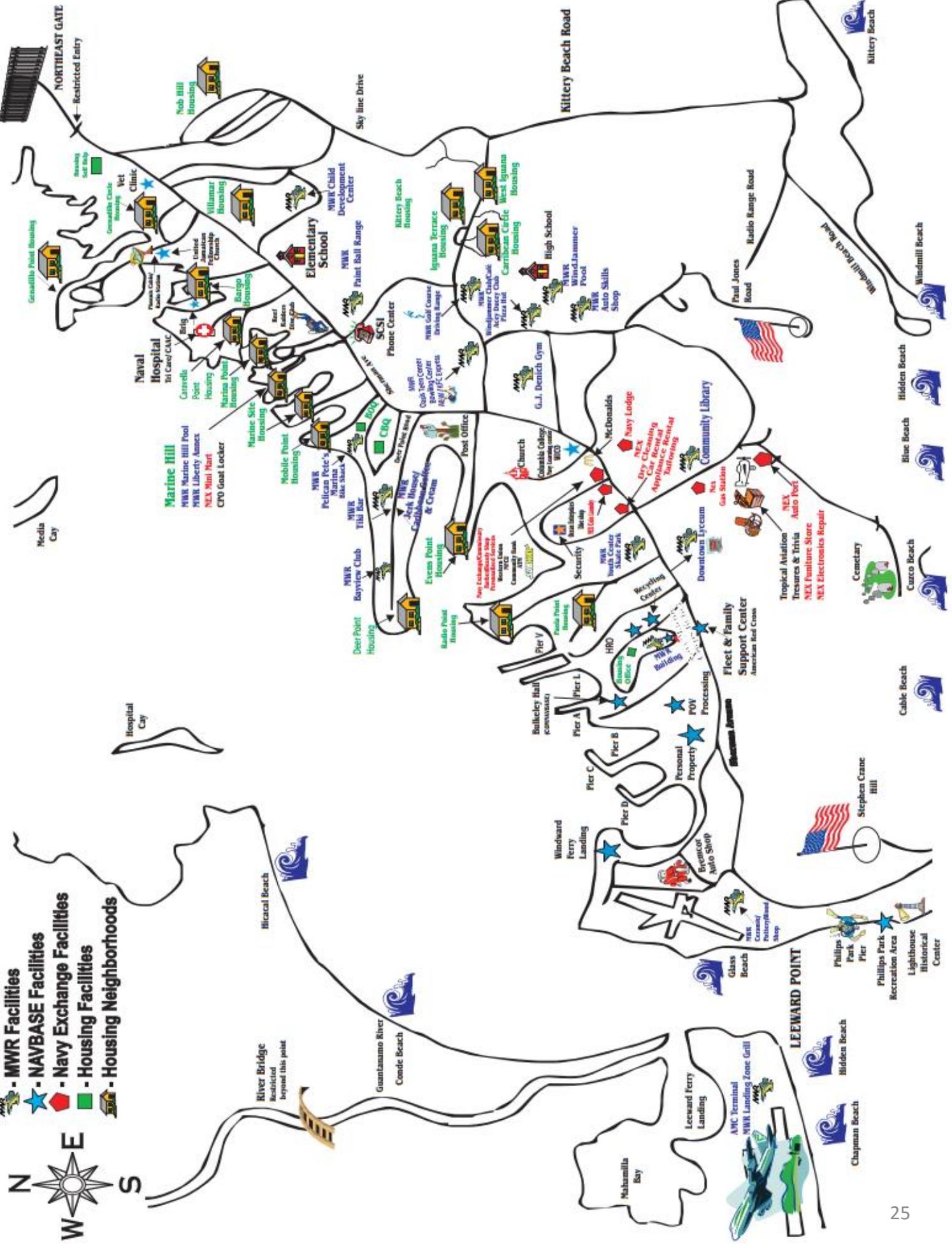
- Recreation & Leisure
  - Marina & Sailing Center
  -  Marblehead Bowling Center
  - Ground Zero Paintball Range
  -  Ceramics & Wood Shop
  - Auto Skills Center
  - Movie Theater
  -  Library
- Sports & Fitness
  - GJ Denich Fitness Center
  - Windjammer Pool
  - Marine Hill Pool
  - Splash Pad
  - Golf Course & Pro Shop
- 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

## Additional Hotspots

-  Fleet & Family Support Center
-  Goat Locker (Chief’s Club)
-  NEX Atrium (gowifi)



- 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](mailto:navstachapel@gtmo.navy.mil)

# Volunteer Opportunities

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



## Civilians & Contractors

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



## **Child and Youth Programs**

**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](http://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 NSGB

## 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 x4141/4153 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)
- Photography Club
- 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.

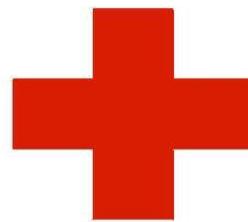
You may qualify for WIC Overseas if you:

- 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 NSGB 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 on Rogers Rd  
(by Motor Pool)

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 00 BUS START 0500	BUS # 2 20 BUS START 0520	BUS # 3 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@usnbgmto.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.



Ladawn Kissler  
75555  
Website: [www.ccis.edu/](http://www.ccis.edu/)  
Email: [guantanamo@ccis.edu](mailto:guantanamo@ccis.edu)



Main: 757-458-2040/2044

DSN: 312-660-2040/2044

Fax: 757-458-2597

Email: [NGISmail@usnbgtmpo.navy.mil](mailto:NGISmail@usnbgtmpo.navy.mil)

Website: [www.cnmc.navy.mil/guantanamo](http://www.cnmc.navy.mil/guantanamo)



## Guantanamo Bay, Cuba

Main: 757-458-3103

Email: [navylodge.guantanamobay@nexweb.org](mailto:navylodge.guantanamobay@nexweb.org)

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

**N.S. Guantanamo Bay  
Community Resource  
Guide**

**Fleet & Family Support  
Center, Building 2135**  
Open Monday – Friday 0730-1630  
**Local Phone # 4141, 4153**  
  
**Commercial Phone # 757-458-  
4141/4153**

**From the US, you may call any 4-digit phone  
number listed by dialing 757-458-XXXX**

**Emergency Phone Numbers**

- Ambulance/Police/Fire 911**
- American Red Cross 4676, 5060**  
**After Hours 4249, 84150**
- Chaplain 2323**
- Naval Hospital ER 72690**
- Navy-Marine Corps Relief Society 84129**
- Domestic Abuse Hotline 84438**  
**From Stateside 757-458-4906**
- Sexual Assault Prevention & Response**
- SAPR Civilian VA 55578, 4677, 4141**  
**From Stateside 757-458-4905**
- SAPR Hotline (24/7) 84578**  
**From Stateside 757-458-4903**
- SARC 84577, 4227, 4141**  
**From Stateside 757-458-4904**

**Naval Hospital Phone Numbers**

- After-hour Physician Advice Line 72690
- Appointments 72110
- Behavioral Health Clinic 72650
- Clinical Case Manager 72221, 72333
- Dental Clinic 72239
- Immunizations 72007
- 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

**\*Hospital Commercial Phone:  
757-458-2998 ext 72230 or 72074\***

**Alphabetical Phone Listing**

**Air Terminals**

- AMC Terminal 6364, 6199, 6408
- AMC Annex 4850
- IBC Info/Reservations 74110
- Jacksonville 954-834-1700
- Norfolk 904-542-8165
- 757-444-4118

- Animal Control 561-908-4163
- Arts & Crafts 4091
- Autoport/SoBran 4030
- Auto Skills 2741

**Banking**

- Community Bank 75116
- Navy Federal Credit Union 4449
- Western Union 74383

- Bayview (Catering, Rentals) 2046, 2059
- Base Communications (BCO), help 2276
- Base Supply (Paperclips/Grainger) 74603
- Beauty/Barber Shop 4964
- Bike Shop (repair/rental) 2345
- Body Shop 74269
- Bowling Alley 2896, 2118
- Car Rental 4856
- Caribbean Coffee & Cream 2605
- Career Counselor, Navy 4488
- Child Development Center 3664
- Child & Youth Programs 4092, 5194
- Clipper Club 6604

**College**

- Columbia College 75555
- Navy College 2227
- Command Duty Officer (CDO) 84405
- Cooper Field 2834
- Cuban Community Center 2093
- Dive Shop 75336
- Electronic Fingerprinting 5108
- Equal Opportunity 5075
- Ferry Landing, Leeward 6902
- Ferry Landing, Windward 5945
- Fleet & Family Support Center 4141, 4153
- Furniture Store 4380
- Galley, Gold Hill 78029
- Galley Hotline (for menu) 2068
- Golf Course, Yatera Seca 2743
- Gym, Denich 2740
- Housing, Family 4172, 4174
- Housing, Unaccompanied 2040, 2044
- Housing, Trouble Desk 5138, 3694 (After Hrs)
- Human Resources, MWR 4076
- Human Resources, NAVSTA 4441
- Jerk House 2535
- JSMART 2321
- Legal Office (JAG) 4575, 4834
- Legal Services 4692

**Liberty Centers**

- Camp A 9444
- Marine Hill 3379
- Tierra Kay 2840

- Library 4700
- Lyceum (Movie) Hotline 4880
- Marina 2345
- Marine Hill Pool 2825
- Mini Mart, Marine Hill 2508
- Mini Mart, Leeward 76206
- MWR Admin 4123
- MWR Special Events 2011
- MWR (GreenSpace/Rentals) 2259
- NAVSTA Base Admin 4003
- Navy Gateway Inn & Suites 2040, 2044
- Navy Lodge 3103
- NCIS 4140
- NEX Customer Services 4486
- NEX Personalized Services 4918
- O'Kelly's/Windjammer Cafe 2522
- Paintball 2345
- Personal Property 4206, 4735, 4495
- Pest Control 74937
- Phoenix Cable Inc 77501
- Pirates Cove 2871
- Pizza Hut 2522 (day), 2824 (after 5pm)
- Post Office 2156
- Print Shop 3339
- PSD 4460, 4879
- Radio GTMO 2300, 3333, 2100
- Red Cross 4676, 5060, 84249
- Ricks Lounge 2132
- Safe Ride 84913, 84781
- Safety Office 4655
- SCSI 77362, 77479
- Security, Desk Sergeant 4645
- Security, Dispatch (Non Emergency) 4105
- Self Help PWD 2632, 2627
- Self Help Store 3413
- Subway (NEX) 2766
- Subway (Marine Hill) 2416
- Tailor/Dry Cleaning 4898
- Teen Center 2096
- Treasure & Trivia (Thrift Store) 74860
- ViaSat Customer Service 1-888-339-7150
- Vehicle Registration Office 4151
- Veterinary Clinic 2212
- Vet Emergency (life, limb, or sight) 84618
- Voting Assistance Officer 4881
- WIC Overseas Office 2186
- Windjammer 2533
- Windjammer Pool 2205
- Woodshop 4091

**W.T. Sampson Unit School**

- Elementary School 2207
- Principal 3576
- Middle/High School 3500
- Principal 3717
- Vice Principal 3678
- School Liaison Officer 2172, 84616