

FLEET AND FAMILY SUPPORT CENTER, GUAM

PSC 455, BOX 157
FPO AP 96540
COMM (671) 333-2056/7/8/9
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 to Guam. 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 to so that your sponsor can reach you.

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)
<http://www.guam-online.com> (Guam's History, Culture & Things to Do)

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 Guam Welcome 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 7:00 p.m. and 11:30 p.m. to 4:00 a.m. An Electronic phone bank is available for your use when the desk is not manned.

Remember, taxis on Guam are extremely expensive. Make other arrangements for your transportation to your hotel or to the Navy Gateway Inns & Suites. (If you are staying at NGIS, call (671)339-5259/5139 ahead of time to arrange transportation.)

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 the next business day.

YOU MUST CALL GATEWAY INNS FOR RESERVATIONS OR FOR NON-AVAILABILITY AT (671)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, as well as a listing of TLA approved hotels.

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. Items include, but are not limited to, pots and pans, dishes,

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cooking/eating utensils, portable-cribs, car-seats, strollers, irons/ironing boards and coffee pots. For more information call (671)333-2056.

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 your 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. They are: Andersen Air Force Base Quarantine/Boarding Facilities (671-366-5020 or email: chumporn.velte@andersen.af.mil) and Harper Valley Kennel (671-477-8380/1).

For needed information about bringing pets into Guam please visit the websites below.

- <http://36fss.com/andersen-pet-lodge> (Andersen Pet Lodge)
- <http://phc.amedd.army.mil/organization/Pages/VtfDetails.aspx?VtfID=11&loc=GU> (Andersen AFB Veterinary Treatment Facility)
- <http://www.harpervet.net> (Harper Veterinary Hospital/Kennel)
- <http://phc.amedd.army.mil/organization/Pages/VtfDetails.aspx?VtfID=5&loc=GU> (Boller Veterinary Treatment Facility)
- www.petsonthego.com/impguam.html (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 with 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.

If you are coming to Guam and plan to live in the barracks, do not bring your own furniture because the barracks are furnished.

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. Information on On-Base/Off-Base Housing can be found at <https://www.cnic.navy.mil/guam> or www.militaryonesource.com or by calling (671)333-2081/8. Relocation tools are at www.militaryonesource.com. 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 so bring those with you. 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.

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

Remember, everyone, whether living in bachelor housing or the civilian community, MUST check in through the Housing office within 48 hours or the next business day if arriving over a weekend.

TRICARE

When you arrive on Guam, you must go to the TRICARE Service Center at Naval Hospital, located in G107, 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 in Tumon, inside the Royal Orchid Hotel 1st floor, at 626 Pale San Vitores Rd., Tumon, Guam 96913. 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 friendly staff and volunteers will assist you with information about Guam, and can help you with any transportation or lodging needs you may have. The USO also provides literature and information about special military programs and discounts available on the island.

- **Hours of Operation:**
- Sunday - Thursday 8:00 a.m. to 10:00 p.m.
- Friday and Saturday 8:00 a.m. to midnight.

- Contact Information:
- (671)647-4USO (4876)
- <http://affiliates.uso.org/guam/>

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EDUCATION/SCHOOLS IN GUAM

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

DEPARTMENT OF DEFENSE EDUCATION ACTIVITY(DoDEA)- PACIFIC GUAM

DISTRICT Visit www.guam.pac.dodea.edu or contact (671-344-9160/9578 for school websites, eligibility www.dodea.edu/pacific, registration, online preregistration <https://registration.dodea.edu>, immunizations (to include PPD or "TB"), calendar, school uniforms, school bus transportation, curriculum standards, courses, programs, graduation requirements, test data and more.

SCHOOL YEAR: Starts Aug 27, 2012. Pre-K & K start a week later. End date June 14, 2013.

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

SCHOOL ATTENDANCE BOUNDARIES

Andersen Elementary School (PreK-5th grade) (671)366-1511 and Andersen Middle School (6th-8th grade) (671)366-3880 located on Andersen Air Force Base (AFB) serves eligible students who reside on Andersen AFB, South Finegayan, NCTS and in Mangilao, Mongmong-Toto-Maite, Tiyan, Barrigada, Tamuning-Tumon, Dededo, and Yigo.

Commander McCool Elementary/Middle School(PreK-8th grade) (671-339-8676) located on Naval Base Guam serves eligible students who reside on Naval Base Guam, Apra View or Apra Palms, Naval Hospital, Nimitz Hill and in Chalan Pago, Ordot, Sinajana, Hagatna, Agana Heights, Asan, Piti, Yona, Santa Rita, Agat, Talofoto, Umatac, Inarajan, and Merizo.

Guam High School (9th-12th grade) (671-344-7410) located next to Naval Hospital serves all eligible students.

SCHOOL BUS TRANSPORTATION for K-12th grade students DoDEA-Pacific Guam District: Prior to making off-base housing lease agreements, contact (671)344-9581/76 to ask if the location is within commuting area. Busing is available from on-base, except for K-8th grade Andersen AFB and K-8th grade Naval Base Guam Lockwood Housing. Off-base has limits. Contact School Bus Offices located at McCool Elementary/Middle in the south (671-339-2387) or Andersen Elementary in the north (671-366-5467).

ADDITIONAL GUAM SCHOOL OPTIONS, INFORMATIONAL 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.
- Private Schools <http://www.mwrguam.com> Click Families, Click School Liaison K-12th grade.

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- Guam Home School Support www.guam-hsa.org (671) 483-8264; www.guamhomeschool.com; Navy re.da.walter@gmail.com; and Andersen AFB Facebook search Andersen AFB homeschool group
- Public and Private School Bus Transportation (671)646-3122/3166/3208.
- Youth Sponsorship: If your child(age 6-17) would like to correspond with a child in Guam prior to arrival contact Navy FFSC Instant Friends Club ffscguam@fe.navy.mil or Andersen AFB Youth Center www.36fss.com
- Child and Youth Programs: www.cnic.navy.mil/cyp/ Naval Base Guam (671)564-1844/45 www.mwrguam.com; Andersen AFB (671)366-1601/3492 www.36fss.com.
- **Helpful websites:**
 - Plan my Move, Military installation information, Military Youth on the Move www.militaryonesource.com
 - Military Parent Information www.militarychild.org Find a school or Ask Aunt Peggie for transition help.
 - School Liaison Directory: <http://www.militaryk12partners.dodea.edu/> A network to assist military families.
 - School Moves Checklist: www.mwrguam.com Click Families, School Liaison K-12.
 - School Move Questions/Student Checklist www.militaryimpactedschoolsassociation.org
 - Exceptional Family Member Program (EFMP) Navy www.public.navy.mil/bupers-npc/support/efm/; Air Force <https://www.afspecialneeds.af.mil>
 - DoD Special Needs Parent Toolkit www.militaryonesource.com
- School Liaisons: Navy School Liaison, barbara.askey@fe.navy.mil (671)339-5238 or www.mwrguam.com Click Families. Click School Liaison K-12. Air Force School Liaison, rebecca.duncan.4@us.af.mil (671)366-5126.

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 5:30 p.m. For more information about childcare both on and off-base and enrollment call (671)564-1844.

Naval Base Guam has Youth and Teen Centers available on base. They are open before and after school and busing to and from DoDEA schools is available. The Youth and Teen Centers run a summer program during the DoDEA summer breaks. Call (671)339-6130 for registration and information.

Information for CDC, CDH, and the Youth and Teen Centers may be found online at www.mwrguam.com. "Click" on Child Care and select the type of child services you are interested in. To register on-line or to learn more about the programs, visit the Navy Child and Youth Program website at <https://qol.persnet.navy.mil/CYPWeb/>.

EMPLOYMENT

There are limited employment opportunities in Guam due to a high unemployment rate and the local economy. With a loss of a second income and Guam's high cost of living, there is the potential for military families to experience financial hardship or a reduced quality of life from what they may be

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accustomed to at other duty stations. 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
- www.dol.guam.gov
- <http://www.guamjobsonline.com>

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

Joint Region Marianas Human Resource Office - (671)349-2224/4222/4263/1064

Navy Exchange – (671)339-6588/9/93

MWR – (671)339-1155

Many jobs in Guam are contractor positions; contact FFSC at (671)333-2056 to find out about the major contractors on base.

GETTING CONNECTED

If you decide to live off base, you are responsible for all utilities which include making all arrangements for connection as well as disconnection. If you live on base, power and water is paid for by DoD, but internet, cable television, and telephone are at the tenant's expense. Please contact the following utility providers for more information:

- ***Guam Power Authority (GPA)***
(671)647-5787/648-3000, Website: www.guampowerauthority.com/
Monday – Friday 7:00 a.m. – 6:00 p.m.
- ***Guam Waterworks Authority (GWA)***
(671)647-7800/7803, Website: www.guamwaterworks.org/
Monday – Friday 7:30 a.m. – 6:00 p.m.
- ***Marianas Cablevision (MCVBroadband)***
(671)969-4628, (phone, cable and internet) Website: www.mcvguam.com
Monday – Friday 8:00 a.m. – 6:00 p.m. Saturday 8:00 a.m. – 1:00 p.m.
- ***GTA Teleguam***
(671)644-4482, (phone, cable and internet) Website: www.gta.net
Monday – Friday 8:00 a.m. – 5:00 p.m. (Satellite office at the main NEX.)

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

On Guam, active duty service members are exempt from obtaining a Guam driver's license so long as they retain a valid license from their home state. However, their dependents must obtain a local driver's license within 30 days of arrival to Guam.

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

- Valid stateside or territory driver's license

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- 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

Within 30 days of arriving, family members with a valid driver's license from one of the 50 United States or United States territory must also get a Guam drivers license by presenting their drivers license, a picture ID (other than the driver's license), and the **original U.S. Social Security Card** (issued by Social Security Office) at Guam Revenue and Taxation. (The Military Spouse Residency Relief Act (MSRRA) does not exempt or override dependants from having to adhere to this rule.) The dependent having all these documents will surrender their valid license (which will be returned with a hole punched at the expiration year); 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 Department of Motor Vehicles Driver's License Branch at (671)635-1761/2 or (671)635-7651 (driver's license exam). Also, you can go to their website: <https://www.guamtax.com> and download the form. Hours of operation are: Monday – Friday (except holidays) 8:00 a.m. – 5:00 p.m.

Obtaining a Guam Driver's License

- **Active Duty Military Member with a valid driver's license:**
Active duty military personnel assigned on Guam are not required to get a Guam license if their current license from one of the 50 United States or a United States territory is valid.
- **Active Duty Military Member without a valid driver's license:**
Follow procedures for First Time Driver over 18 years of age.
- **Spouse or Dependent with a valid driver's license:**
 - A valid driver's license from any of the 50 U.S. States or U.S. territories may be used for up to **30 days** after arriving on Guam
 - Must be at least 18 years of age
 - Present a valid form of identification
 - Complete a Driver's License Application Form
 - Pass Vision Test
 - No Written or Road test is required
 - Social Security Card – original or certification from Social Security office

Individuals who have **NEVER** been licensed to drive must attend and successfully complete a defensive driver 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 need to accompany minor applicant and must have a valid Guam driver's license.

Fees: Written Exam: \$15.00
Learner's permit: 10.00 (valid for 2yrs from date of issue)
No charges for Road examination

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- **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
- Complete 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.

Required documents are: certificate of completion from Driver's Education course, original social security card (issued by Social Security Office), and a picture ID.

- **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; 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 Department 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 POV. 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.

Private Owned Vehicles (POV) 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. For more information, call the Department of Motor Vehicles, Vehicle Registration Branch at (671)635-1755/56/57, 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

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- 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 Legal Service Office (NLSO) 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 and obtain a base sticker:

- 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.

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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)– (located outside the Main Gate of Naval Base Guam)

Telephone: (671)339-5208

Hours: Monday-Wednesday 6:00 a.m.-5:30 p.m. Thursday 6:00 a.m.-5:00 p.m.

Friday 7:00 a.m.-4:00 p.m. Closed Saturday, Sunday & Holidays

RELOCATION ASSISTANCE

Other websites that may be helpful and are provided by the Office of the Department of Defense include:

- Military OneSource – Military Installations and Relocating Tools: <http://www.militaryonesource.com>
- Military Spouse Career Center: <http://www.military.com/spouse>

We hope the information provided is useful in making your relocation a smooth move. 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@guam.navy.mil

Dr. Phillip J. Whitehall
FFSC Installation Program Director