



RELOCATION
INFORMATION



SUPPORT
SERVICES



QUALITY
OF LIFE



ALL ABOUT
GUAM

HAF A DAI *Welcome to* **ANDERSEN AFB, GUAM**

CURRENT AS OF 01/2022





Hafa Adai and Welcome to Team Andersen!

It is our pleasure to welcome you to the 36th Wing and the beautiful island of Guam. Andersen Air Force Base (AAFB) is home and host to an amazing mix of units from all of the Armed Forces, just one aspect of what makes this location unique. No matter which unit you may be assigned to...when you are here, you are part of Team Andersen.

The mission of the 36th Wing is to project airpower, expand combat capability, and strengthen partnerships from the **Forward Edge** of the Indo-Pacific. You and your family are very important to us personally and are vital in our ability to execute that mission. We know you have many questions and we encourage you to leverage your Sponsor and unit's Key Spouses to learn about what AAFB and Guam can offer. They will assist and provide you with resources before and after you arrive. Lastly, a wealth of information can be found on the official Andersen Air Force Base Facebook page and by downloading the AF Connect app and making Andersen AFB a favorite.

We think that you will find this assignment to be one of the most rewarding and memorable of your journey. Andersen Air Force Base and the island of Guam are rich in tradition, beauty, and adventure. Take advantage of the opportunities awaiting you here and be **Prepared to Prevail!**

We look forward to serving alongside each and every one of you.

JEREMY T. SLOANE
Brigadier General, USAF
Commander, 36th Wing

Lisa Sloane





WE ARE MOBILE NOW!



TO INSTALL:

Download the
AF CONNECT app
in your App Store

Select "**Andersen AFB**"
under the favorites tab
in the bottom right corner



RELOCATION CHECKLIST

12 to 24 Weeks (as early as possible)

- ☐ Begin disposing or giving away unnecessary household and personal items.
- ☐ Begin talking to your children about moving. Listen closely to what they say — and what they don't say. Small children may not be able to express their concerns verbally; older ones may not want to. Even very young children may have very specific apprehensions. Watch for behavior changes that may indicate things they aren't saying. Plan to revisit this over the next few months.
- ☐ Find out as much as possible about the new location — housing, schools, recreation, sports, etc. Go to <https://installations.militaryonesource.mil/military-installation/joint-region-marianas-andersen-afb> and search for the information on your new Base. Help your children do their own searches (or ask them to help you.)
- ☐ Contact the local Airman & Family Readiness Center (A&FRC) and ask if there is an outbound Smooth Move workshop coming up. If you are going overseas, ask about Intercultural Relations (ICR) training, workshops, or resources.
- ☐ If you are going overseas, determine what additional constraints there may be on having your pets and automobiles at the OCONUS location.
- ☐ Begin taking digital photographs of household goods, especially those of particular value. You will use these photographs if you have to make a damage claim after receiving your shipment. Plan to hand-carry or mail them to yourself and leave copies with a friend.



12 Weeks:

- ☐ Schedule a transportation appointment.
- ☐ Schedule a customs appointment, if necessary.
- ☐ Begin cleaning major appliances to avoid last minute spring cleaning.
- ☐ If living off base, check your rental contract to determine how much notice you have to give. Your rental contract should have a military clause that enables you to leave without penalty due to military orders. You may have to give the landlord a copy of your orders if you are invoking the military clause.
- ☐ If you didn't do so when first discussing the upcoming move with your children, help them begin to assemble their "personal items boxes." These can be shoe boxes or similar sized containers that each child will hand carry. Contents are their choices. Expect them to change many times. Make sure that each child knows that the final selection must be made before the final pack out, but otherwise encourage this ongoing change management process.

8 Weeks:

- ☐ Notify your Personnel Officer if you have not yet received your orders.
- ☐ Request a sponsor, if you have not already done so, or if you have not been appointed one.
- ☐ Write to wives' clubs, support groups, old friends in the area, family and your sponsor.
- ☐ Plan to wrap vacation time around your move. Write or visit travel agencies, state visitor's bureaus and national park services to see what there is in the area you will be passing through.



7 Weeks:

- ☐ Get all necessary medical and dental work performed.
- ☐ Notify your landlord of your departure and make the necessary arrangements.
- ☐ Schedule house/apartment hunting trips and reserve temporary lodging.

6 Weeks:

- ☐ Call Family Housing to schedule a pre-termination inspection.
- ☐ If required, draw up a power of attorney to be left with a trusted friend so that someone can act legally on your behalf. For example, you may want to designate a friend to sell your automobile for you — this action would require a power of attorney. The power of attorney should be limited to the appropriate actions and time frame. The Base Legal Services office will do this free of charge.
- ☐ Get official copies of marriage licenses, divorce decrees, birth certificates, and naturalization papers — any documents showing your legal status. Also get all immunization records for every family member (including pets). Carry them with you when you travel.
- ☐ Notify current schools of your children's date of departure, and get records to take to the new school. If the school will not give you the records, ask if you can get certified copies. If not, write down the address and a point of contact for the current school so the new school can write for the records. Hand-carry records or copies.
- ☐ Get all the facts on procedures for shipping pets and automobiles and begin preparation.
- ☐ Make sure the Transportation Office has been contacted and appointment made to process your request for shipment and/or storage.
- ☐ You may need to allow two weeks to get an appointment. Orders are needed when you go for the appointment.
- ☐ Start using frozen and canned foods.

5 Weeks:

- ☐ Sort out closets; sell or give away castoffs.
- ☐ Begin estimating approximate weight of appliances, furniture, etc. Refer to the Defense Travel Management Office at <https://www.defensetravel.dod.mil/site/perdiem.cfm>, for weight allowances. The A&FRC Relocation Assistance Program and the Base Transportation Office can offer help and guidance in estimating weight. Rule of Thumb: the total is more than you think.
- ☐ Give 30-day notice to landlord if living off base. Often, notice must be given on the 1st day of your last full month. Determine when your security deposit will be refunded. Ensure that the landlord has a good address to which to send the refund. Make sure that you have good contact info for the landlord so that you can follow up if the deposit is not sent in a timely fashion.
- ☐ Think about what to sell at a garage sale or consignment shop, and what you can take to the garbage dump.



4 Weeks:

- ☐ Ensure landlord has received termination notice.
- ☐ Notify utility companies of cut off dates.
- ☐ Notify the telephone company of when the telephone should be disconnected.
- ☐ Notify the cable TV company of when the cable should be disconnected.
- ☐ Make arrangements for, and ship privately owned vehicles.
- ☐ Send rugs, draperies, and other items out for cleaning.
- ☐ Obtain maps you will need for your trip.
- ☐ Retrieve any property you have loaned out, and return any borrowed items.
- ☐ Make arrangements for care of children on packing day. Plan to make sure each child has his/her personal items box, and that all items are still present at the end of the day.

3 Weeks:

- ☐ If you have not yet received flight instructions, notify your unit Personnel Officer.
- ☐ Make arrangements for travel to the airport.
- ☐ Close out charge, banking and checking accounts you no longer need. Get all the facts on procedures for shipping pets and automobiles and begin preparation.
- ☐ Obtain cash or travelers' checks for your trip. You may need extra cash when you arrive at your new location for deposits for utilities or your apartment, or in case you run into some unforeseen expenses.
- ☐ Get change of address cards from the Post Office and give them to your unit mailroom, mail to magazine companies to which you subscribe, income tax bureaus, friends, family, etc.

2 Weeks:

- ☐ If not already shipped, get the car serviced and clean it thoroughly.

- ☐ Have any prescriptions you need refilled. Get a new prescription for any medicines that may be difficult to obtain on the first visit to a new doctor (e.g., stimulant medication for ADHD, anti-depressants, etc.)
- ☐ Obtain referrals for new doctors, dentists, etc.
- ☐ Obtain a copy of all eyeglass prescriptions.
- ☐ Gather and organize documents that need to be hand carried (e.g., medical records, spouse employment files, etc.).
- ☐ Make arrangements to clean the house for inspection.
- ☐ Ensure that an appointment for your final check out inspection is set up.
- ☐ Pick up any items still at cleaners.
- ☐ Make provisions for family or friends to board or adopt pets that are not moving with you.
- ☐ Give away or dispose of plants not moving with you.
- ☐ Dispose of all flammable items such as paint, turpentine, charcoal lighter fluid, etc.
- ☐ Clear all installation offices necessary in order to depart.

1 Week:

- ☐ Separate and tag items in the house — what's going with you/what's going to hold baggage.
- ☐ Dismantle the stereo, remove pictures from the walls and remove hardware.
- ☐ Check closets, storerooms, attic space, and garages to make sure that you are not forgetting anything.

Last Day before Departure/moving to Temporary Lodging:

- ☐ Return all items to the Loan Locker.



Save all paperwork and inventory forms the packers give you. Hand-carry them.





**DEPARTMENT OF THE AIR FORCE
HEADQUARTERS 36TH WING (PACAF)
ANDERSEN AIR FORCE BASE GUAM**

NOV 09 2021

MEMORANDUM FOR ACCOMPANIED SERVICE MEMBERS ASSIGNED TO ANDERSEN AFB

FROM: 36 WG/CC

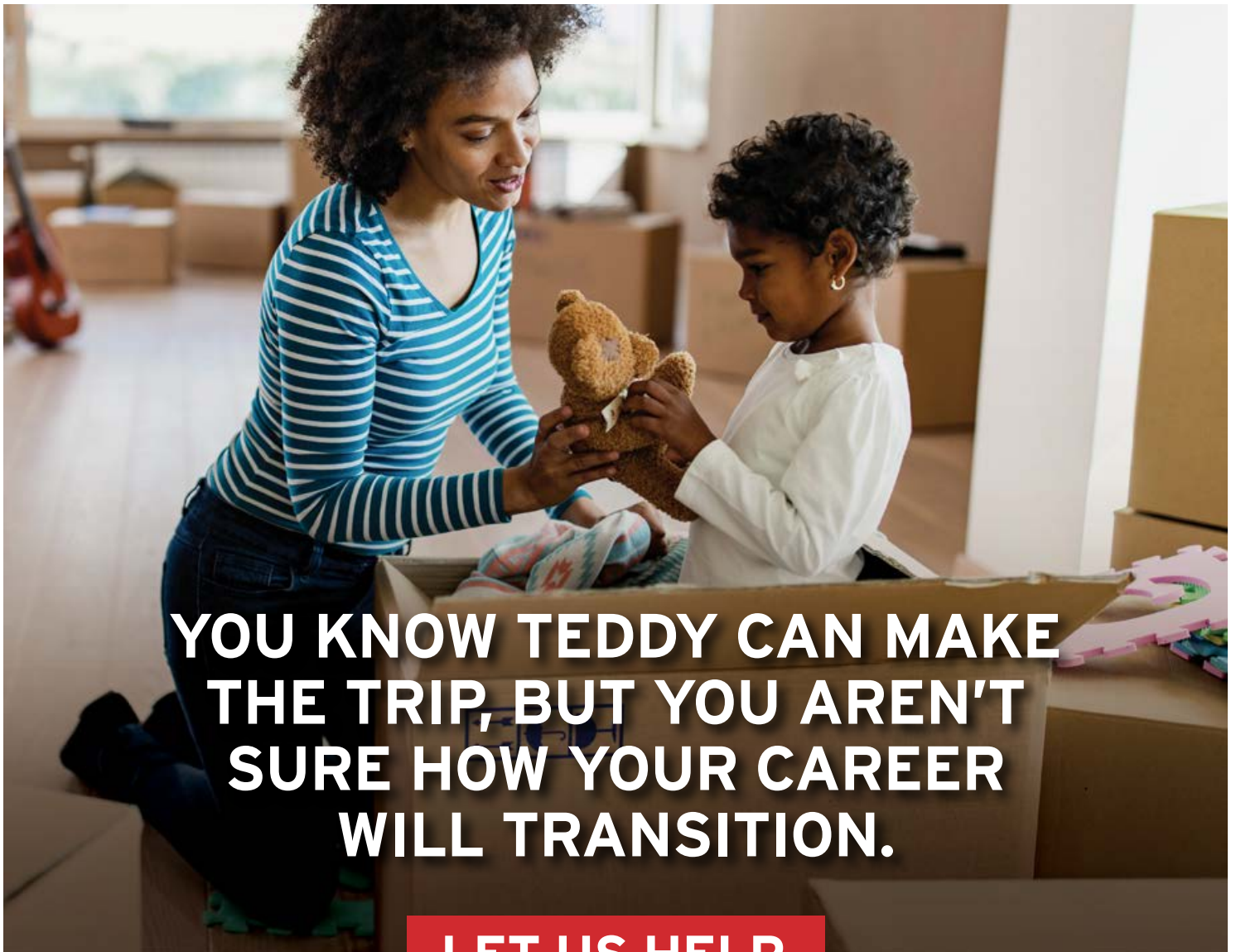
SUBJECT: Mandatory Assignment to Military Family Housing Policy

References: (a) CNIC M-11103.3, 23 January 19, *Navy Owned and Leased Family Housing Eligibility, Assignment and Termination Criteria*
(b) JTREGMARIANASINST 7200.1C, 08 October 20, *Policy Concerning Payment of Temporary Lodging Allowance in Guam*

1. To maximize occupancy and best utilize government housing assets on Andersen AFB, implementation of mandatory Military Family Housing (MFH) assignment is effective immediately for all eligible accompanied service members. Service members currently residing off base prior to the implementation of this policy shall not be required to relocate into MFH.
2. Within the first duty day after arrival, all uniformed service members are required to check into the Housing Office where they will be provided a brief on housing eligibility and availability.
 - a. Eligible service members must be assigned available MFH for which they qualify. Service members must accept available MFH unless they have an Exception to Policy (ETP) (reference paragraph 3 below).
 - b. Members who will have less than six months occupancy will not be required to reside in MFH.
 - c. If MFH is not available within 30 days of check in date, service members will be eligible to reside off the installation. Once housed off the installation, service members will not be required to relocate to on-base MFH for the purpose of maximizing the housing occupancy rate. They may choose to remain on the waiting list and relocate once MFH becomes available.
 - d. Assignment to MFH will be permanent throughout the duration of tour.
3. Exception to policy (ETP) approval resides at the squadron/unit commander level. Service members may make a request to their respective squadron/unit commander for an exception to mandatory assignment. ETPs from approval authorities must be provided in writing, to the Housing office, no later than five (5) business days from MFH offer.
4. If you have any questions or concerns, you may contact the Housing Service Center at DSN: 671-366-2127.

JEREMY T. SLOANE
Brigadier General, USAF
Commander





**YOU KNOW TEDDY CAN MAKE
THE TRIP, BUT YOU AREN'T
SURE HOW YOUR CAREER
WILL TRANSITION.**

LET US HELP.

Spouse relocation consultations are just the beginning.

Military OneSource offers a range of free 24/7 support for military spouses,
service members and their families.

Personalized PCS Checklists • Stress relief tools • Document translation

Spouse education and career support • Budgeting help • Installation info & more

From finances to fitness, taxes to transitions, Military OneSource is here to help you
master your move and make the most of your life with the military. **Contact us at any time.**



**MILITARY
ONESOURCE**

MilitaryOneSource.Mil/all-the-ways | 800-342-9647



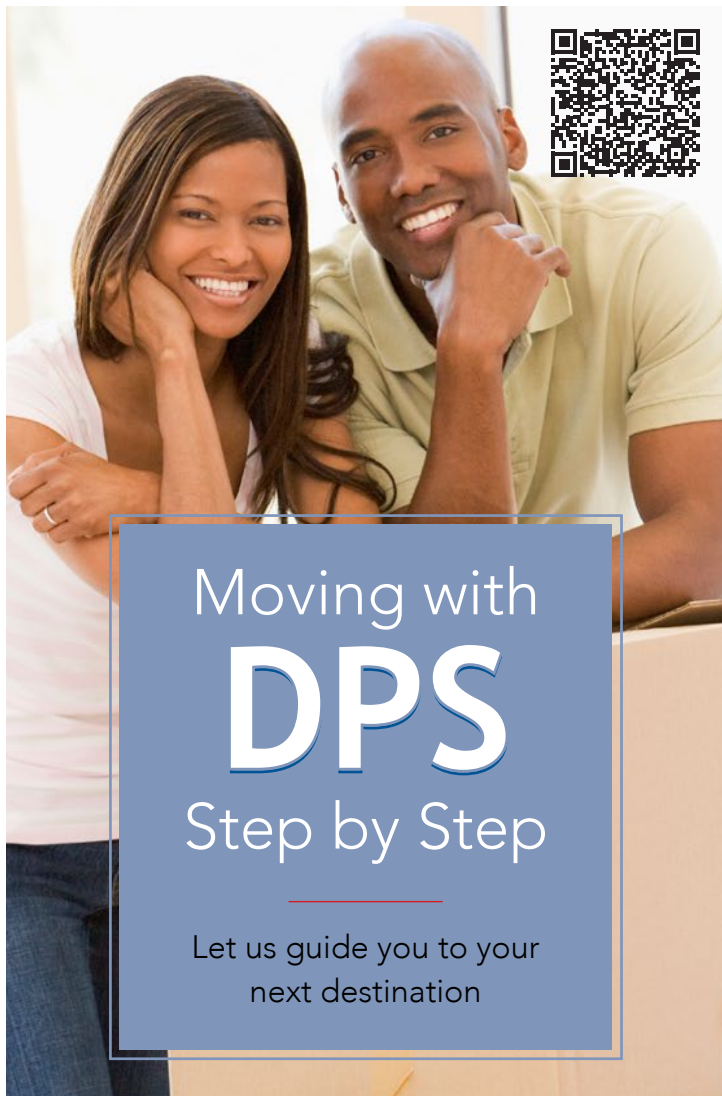
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SETTING UP A MOVE WITH DEFENSE PERSONAL PROPERTY SYSTEM (DPS)



Have you ever heard the old saying, "It's your move?" With the Defense Personal Property System, it really is your move. The DPS improves the household goods relocation experience and streamlines move management.

The DoD has established the following self-service options:

- ✓ Submit your move paperwork and complete Self-Counseling
- ✓ Track shipments
- ✓ File a claim online and settle a claim directly with your transportation service provider, or TSP
- ✓ Request full replacement value of lost and damaged goods
- ✓ Make sure only quality, reputable companies handle and ship your property by completing the Customer Satisfaction Survey, or CSS

To start or submit an application:

Visit: www.militaryonesource.mil/moving-housing/moving/pcs-and-military-moves/

Call: DPS Technical Assistance DPS Service Response Center: **800-462-2176 option 5**

Email: sddc.safb.dpshd@us.army.mil

Helpful links

It's Your Move booklet: [www.ustranscom.mil/dtr/part-iv/dtr part iv app k 1.pdf](http://www.ustranscom.mil/dtr/part-iv/dtr%20part%20iv%20app%20k%201.pdf)

DoD civilians: [www.ustranscom.mil/dtr/part-iv/dtr part iv app k 2.pdf](http://www.ustranscom.mil/dtr/part-iv/dtr%20part%20iv%20app%20k%202.pdf)

Weight scale locator: www.move.mil/resources/locator-maps

Plan My Move: planmymove.militaryonesource.mil/

CLICK HERE TO LEARN MORE

10 Steps to DPS

1. Obtain a user ID and password from Electronic Transportation Acquisition, or ETA
2. Check compatibility/turn off pop-up blockers
3. Log in/acknowledge branch of service information
4. Complete the Self-Counseling
5. Provide supporting documents
6. Receive move confirmation
7. Track shipment
8. Arrange delivery
9. File Loss/Damage Report and/or Claim
10. Complete the CSS



TEMPORARY LODGING ALLOWANCE (TLA)

Andersen Lodging: (671) 362-5501 or (671) 979-5501/2 | Andersen Housing Office: (671) 366-2127
 Unaccompanied Housing: (671) 366-2725/5391

TLA is an allowance intended to partially pay members for the more than normal expenses incurred by a member/ dependent(s) while occupying temporary lodging OCONUS. You must apply for TLA at the Housing Office of your permanent duty station **within 48 hours** of arriving on Guam. TLA will normally be authorized for the first 10 days. After that, it can be renewed in 10-day increments for up to 30 days with proof that you are seeking housing.



CAUTION:
If lodged off base, the hotel's government rate may be higher than the authorized TLA lodging rate.

Please visit the Defense Travel website to locate Max Lodging rate for Andersen AFB.
<http://www.defensetravel.dod.mil/site/perdiemCalc.cfm>

See chart below to determine the daily per diem and lodging ceiling. Take the Max lodging rate times the percentage applicable.

Example: Max Lodging Rate \$150.00, member only
 Computation: \$150 x 100% = \$150.00 would be the maximum TLA rate for reimbursement per night.

NUMBER OF ELIGIBLE PERSONS OCCUPYING TEMPORARY LODGING		LODGING PERCENTAGE	M&IE PERCENTAGE
1	Service member or one dependent (total one person)	100	65
2	Service member couples (total two persons - percentage each when lodging together)	65	65
3	Service member and one dependent, or two dependents (total two persons – percentage together)	100	100
4	Each additional dependent age 12 and older	35	35
5	Each additional dependent under age 12	25	25

TLA Calculator on AF Portal: https://www.my.af.mil/gcssaf/USAF/AFP40/d/sA1FBF31D23D21F6B0123ED377B730575/Files/Calculators/TLA_Calculator.htm#



AMC GRAM PASSENGER TRAVEL INFORMATION

ANDERSEN PASSENGER TERMINAL 734th Air
Mobility Squadron



HAFA ADAI!

Terminal Hours: 0800 - 2200L Daily

Passenger Service Center: (671) 366-5165

DSN: 315-366-5165

24 Flight Information: (671) 366-5165 Email: spacea.signup@us.af.mil

www.facebook.com/AndersenPassengerTerminal

<http://www.andersen.af.mil/Units/Wing-Tenant-Units/AMC-Passenger-Terminal/>

AMC Travel Info: <http://www.amc.af.mil/Home/AMC-Travel-Site/>

Dear Fellow Travelers,

I want to take this opportunity to welcome you to the AMC Passenger Terminal at Andersen Air Force Base, Guam. We are committed to providing you with the best possible service. Our Passenger Service Agents and Aircrews are dedicated professionals who take great pride in what they do.

Let us know if you have any questions or concerns during your travels. Passenger terminal personnel and AMC leadership at this facility are your best avenues for answers to your questions and concerns. Please give us the opportunity to address your issues. The comment form below is the direct line to passenger terminal leadership. Please place your comment form in the drop box provided. Another option you have is to use the Interactive Customer Evaluation (ICE) form found at <http://ice.disa.mil>. This venue allows you to leave comments for any AMC terminal.

//SIGNED//

JEREMY J. STUURSMA, Lt Col, USAF
Commander, 734th Air Mobility

Military Lodging Listing

Andersen Gateway Inns & Suites: DSN – (671) 362-5501/2 (VERY LIMITED)/Family Room/Single Room

U.S. Naval Station Guam Gateway Inns & Suites: (671) 339-5259/ Suite (3 person max)/Single Room/Family Homes

Civilian Hotel Listing

Pacific Bay Hotel	(671) 649-8001	Pacific Star	(671) 649-7827
Shore Stay	(671) 472-3001	Hilton Hotel	(671) 646-1835
Holiday Resort	(671) 647-7272	Hyatt Regency	(671) 647-1234
Sheraton Hotel	(671) 646-2222	Pacific Island Club	(671) 646-9171
Fiesta Hotel	(671) 646-5881	Royal Orchid Hotel	(671) 649-2000

Ground Transportation Terminal Amenities

Jacob Taxi	(671) 788-0627	AAFB Passenger Terminal includes Children's Play Room Nursery, Family Lounge Business Center, and Special Lounge (for Coin Assist and Blue Bark Passenger) Credit Card/Mobile Smart phone payment Options (NFC). Only food options are vending machines within the terminal.
Independent Taxi Dragon	(671) 483-6456	
Miki Taxi	(671) 646-2444	
National Car Rental AAFB	(671) 653-7368	
Stroll Guam	Mobile App only	

Quick Reference Telephone Numbers

Base Operator: (671) 366-1110

American Red Cross: (671) 366-2574

Base Exchange (BX): (671) 653-1141

Vehicle OPS: (671) 366-2239

Chaplin Services: (671) 366-6139

USO (At the Royal Orchid Hotel): (671) 647-4876

Law Enforcement Desk: (671) 366-2910

AAFB USO: (671) 654-4876

Visitors Center (Main Gate): (671) 366-4230 36th Med

AFRC: (671) 366-8136

36th Med Group Clinic: (671) 366-9355

Information, Tickets, and Travel: (671) 366-1476

Dining Facility: (671) 366-6368

Outdoor Recreation: (671) 366-5197

*Some hotels on island can be booked by Andersen Gateway to provide you with better rates

"This does not constitute endorsement by AMC or the United States Air Force" Si Yu'us Ma'ase!

No-Smoking Policy: Smoking and the use of smokeless tobacco products is prohibited on all DoD aircraft.

Upon check-in please inform agents of any unique requirements associated with hearing impairment, asthma, pacemakers etc. so we can better assist you.

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PATRIOT EXPRESS FLIGHTS

What is PATRIOT EXPRESS?

The Patriot Express, also known as the "Rotator" or "Cat B flight", is a Department of Defense (DoD) contracted commercial charter flight which provides international support to travelers on official duty and their families. The PE also provides Space-Available travel opportunities. The 618th Air Operations Center at Scott AFB, IL., schedules these flights on a recurring basis both to and from AMC commercial airports and military passenger terminals. These flights offer inflight amenities and operate similar to commercial airlines.

Amenities

Amenities may vary between carriers. Available meals and beverages are comparable to those offered in commercial airline business class. Special meals such as kosher, diabetic, vegetarian, and meals for children may be available when requested 48 hours in advance. Patriot Express flights may show current box office movies and provide headsets free of charge. Some flights offer 34 inches of legroom, compared to 31-32 inches on most commercial airlines.

Required Documentation

Passengers traveling in conjunction with a PCS or official travel must have in their possession a travel order or similar authorization issued by an appropriate authority, and an official identification card issued by a DoD Component, federal, State, or local government authority. In addition, passengers may be required to carry passports, visas, and immunization records etc. when applicable. Responsibility to obtain required documentation lies solely with you, the traveler. Additional information can be found by accessing <https://www.fcg.pentagon.mil/>.

Checking In

Passenger check-in opens 6 hours prior to departure at AMC commercial airport locations. If passengers do not elect to check-in early, the required show time is no later than 2 hours and 20 minutes prior to departure at BWI Airport, and 3 hours and 20 minutes prior to departure at SEA-TAC Airport. If you are departing from a military installation, please check with the passenger terminal personnel for specific check-in times. These times are designed to ensure on-time departures.

PATRIOT EXPRESS FAQ's



AMC Passenger Terminal Andersen AFB, Guam

DSN 366-5165

COMM 671-366-5165

Operating Hours:

0700-2100



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Baggage Allowance

Each passenger is authorized two pieces of checked baggage not to exceed 70 pounds and 62 linear inches (sum of length+width+height) each. Bags heavier than 70 pounds or larger than 62 linear inches will be counted as two pieces and an excess baggage fee may apply. Excess baggage rates vary but will not exceed \$125 per piece. Baggage Exceeding 80 Linear Inches and/or 100 pounds WILL NOT be Accepted. Excess Baggage is Not Authorized for Space-Available Passengers.



Patriot Express Flights Carry-on Baggage

Carry-ons must fit under the seat in front of you or in an overhead bin. Approximate dimensions are 9" x 14" x 22" for a total of 45 linear inches.

Pets

Families in PCS status are authorized to transport their pets (cats and dogs only) on the PE, but are limited to two pets per family. Pet reservations are made through your Transportation Office. Passengers are responsible for obtaining and meeting all pet shipment requirements, quarantine, and fees associated with the shipment of their pet(s). Additional information can be found in our [Pet Travel Brochure](#) on our AMC Pet Travel Site: <https://www.amc.af.mil/Home/AMC-Travel-Site/AMC-Pet-Travel-Page/>.

Service Animals and Emotional Support Animals (ESA)

Service animals and ESA's are authorized to accompany passengers with disabilities in the cabin of the aircraft. Service Animals require written documentation issued by an agency verifying the animal has been trained as a service animal. ESA's require documentation from a licensed mental health professional (e.g., a psychiatrist, psychologist, or licensed clinical social worker). See the Pet Travel Brochure for specific documentation requirements. It's recommended that you contact your local Transportation Office or AMC Passenger Terminal to ensure your service animal can be accommodated. Service animals and ESAs are subject to country quarantine procedures. Specific information can be found by accessing <http://travel.state.gov>.



For more information, visit our AMC Travel Website <http://www.amc.af.mil/Home/AMC-Travel-Site/> or contact one of the two AMC Commercial Airport locations, your Local Transportation Office, or an AMC Passenger Terminal.

AMC Commercial Airport Locations

Baltimore/Washington

International Thurgood Marshall Airport (BWI)

(410) 918-6900 or DSN 243-6900

Toll-Free (877) 429-4262

Fax (410) 918-6932 or DSN 243-6932

E-mail bwipax@us.af.mil

Seattle/Tacoma

International Airport (SEA-TAC)

(253) 982-3504

Flight Recording (253) 982-0555 or DSN 382-0555

Fax (253) 982-3243 or DSN 382-3243

E-mail seattle.gateway@us.af.mil

HQ AMC Passenger Policy Branch

E-mail org.amca4-71@us.af.mil

TRANSPORTING YOUR PET

HQ AMC Pet Brochure August 2021



**AIR MOBILITY WARRIORS
PROJECTING DECISIVE STRENGTH AND
DELIVERING HOPE... ALWAYS!**

[CLICK TO DOWNLOAD](#)



Department of Agriculture Check List

Contact Guam Department of Agriculture (DOA) to obtain an entry permit for my pet(s) and complete the following (671-300-7964/7966):

- ☐ Read DOA's Quarantine Brochure:
<https://doag.guam.gov/wp-doagcontent/uploads/2020/05/05102020-DOAG-Animal-Import-Information.pdf>
- ☐ Email Application for Entry Permit
quarantine@doag.guam.gov
- ☐ Email all paperwork necessary to obtain Entry Permit as stated in brochure
- ☐ Make payment arrangements for Entry Permit
- ☐ Complete FAVN for my pet(s) as well as all other necessary vaccinations stated in brochure PRIOR to my pet(s) flying out
- ☐ Follow up with my vet or lab where blood sample for FAVN was sent and make sure FAVN results have been mailed to Guam DOA. (163 Dairy Rd, Mangilao, GU 96913)



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The Andersen Pet Lodge understands the nature of a military community, and therefore offers boarding & quarantine facilities to suit your needs. We have eight (8) boarding kennels for dogs, and four (4) for cats; (14) quarantine kennels for dogs, and six (6) for cats. Two pets of the same species and from the same household may be boarded together.



PET LODGE

BLDG. 20016, ANDERSEN AFB

OPEN DAILY 10 AM - 1 PM

VISITING HOURS:
DAILY 10 AM - 12:30 PM
(By appointment only)

PICK-UP & DROP-OFF:
DAILY 10 A.M. - 12:30 P.M.

TEL: (671) 366-5020
36FSS.FSCT.PetLodge@us.af.mil

Andersen Pet Lodge Check List

Contact Andersen Pet Lodge Quarantine Facility to make a reservation for my pet(s) and complete and provide the following:

- ☐ Read Guam Department of Agriculture (DOA) Brochure
- ☐ Copy of my orders (if owner is still off island)
- ☐ Registration and Waiver forms (signed and dated) for both Andersen Pet Lodge and Andersen Bet Clinic
- ☐ Copy of current vaccinations list per pet (check DOA Quarantine Brochure for required vaccinations)
- ☐ (2) Rabies certificates per pet (1 current and 1 prior). Make sure all copies have the veterinarian signature and license number)
- ☐ Copy of my pet(s) itinerary/Airway Bill Number
- ☐ Copy of Health Certificate per pet (not to be accomplished more than 10 days from day of shipping out. Completed health certificate bearing an original or stamped signature with legible name, address and telephone number of the licensed veterinarian)
- ☐ Copy of Entry Permit per pet
- ☐ Email ALL required documents to 36FSS.FSCT.PetLodge@us.af.mil



IMPORTANT! Post-Examination of pets are required after arrival of your pet(s) in Guam, please **DO NOT** forget to make the Vet Fee payment for this examination. Payments are required prior to release of pets, and can be made prior to or after pet arrival by contacting the Vet Clinic (671)366-3205 or email 36FSS.FSCT.PetLodge@us.af.mil, and/or visit their office (Arc Light Blvd., Bldg. 20011)



VEHICLE REGISTRATION & DRIVER LICENSE



Obtaining a Guam Driver's License

For more information or questions, please contact the Legal Office at (671) 366-2937

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

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 valid ID such as Passport, Military ID, Green card, etc
- ☐ 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.

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.

Appointments are required to take the Driver's Written and Road examinations. **Call the Motor Vehicle Division, Driver's License Branch for appointments; the written exams are given by University of Guam.*

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

Motorcycle License

If an Active Duty service member or a dependent 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.

Service Members who are requiring a Vehicle Temporary Operating Permit can now proceed to the Department of Revenue and Taxation in Barrigada Heights to obtain the Temporary Operating Permit on their limited walk-in schedule on Thursdays and Fridays from 8:00 AM –12:00 PM (hours are SUBJECT to CHANGE).

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
- ☐ 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

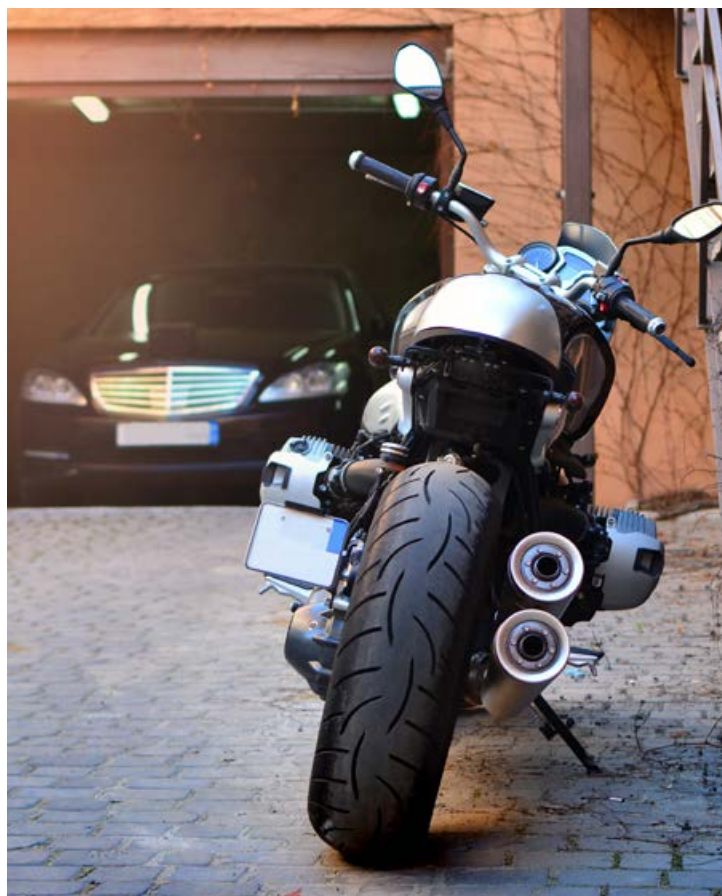
Service members may register their vehicles and maintain their current plates provided the plates are registered and that the state allows service members to keep their plates out of state.

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.



FIREARMS INFORMATION



If you are bringing a firearm to Guam, you must register it with the Guam authorities within 30 days of arrival. You will be required to consent to a background check, obtain a firearms ID card, and then register each firearm. Andersen Security Forces requires separate registration of any firearms you plan to store on base (366-3110). Failing to properly register firearms can lead to criminal penalties and refusal of movers to ship your firearms when you PCS from Guam.

Firearms Application Process

Please pay close attention to the back side of the firearms application for requirements on receiving a firearms license. Also please be aware that there may be a wait time due to long lines.

Applicants must go the Guam Police Department (GPD) located inside the ITC building 1st floor with application and money order (or cashier's check) in hand. The ITC building is white in color located on Rt. 1 across from Guam Premium Outlets. I.T.C. Building 590 S. Marine Corps Dr. Suite 131

GPD contact information:

(671) 475-8498 or (671) 475-8506

GPD Armory (671) 475-8618

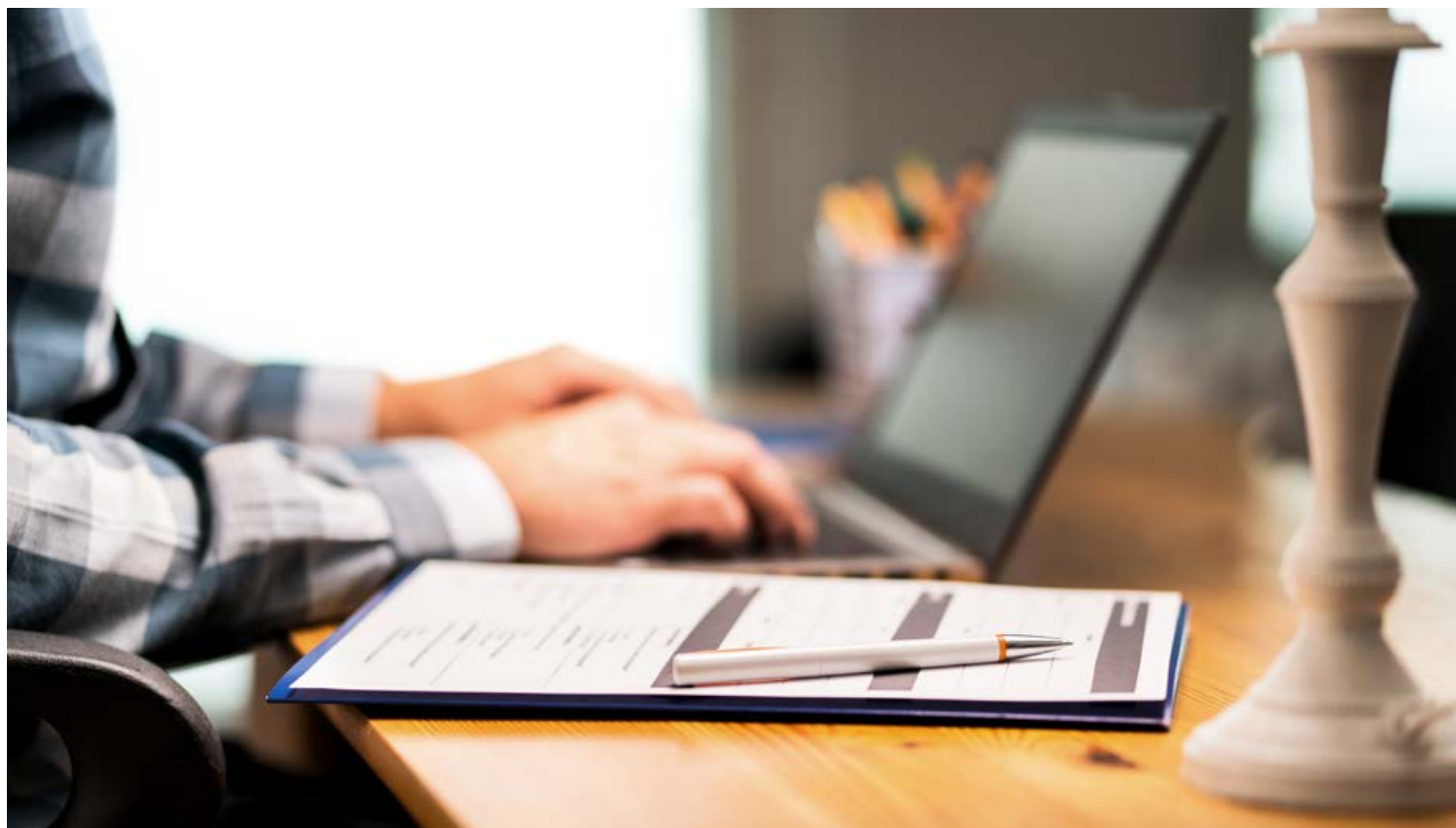
Processing times are:

8:00am – 3:00 pm for Firearms Identification Card Processing (*First Time Applicants or Renewing Applicants requiring Fingerprinting*)

All of the information can also be found at:

<http://gpd.guam.gov/faq/>

After the firearms ID is obtained, firearms must be registered at the GPD armory.



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PERSONAL PROPERTY CLAIMS FACT SHEET

Publication Date:
March 2021



HOUSEHOLD GOODS CLAIMS

*Effective for HHG, UB, NTS & DPM shipments picked up on or after May 15, 2020



1 Give notice of loss/damage within 180 days from delivery date

Provide your Transportation Service Provider (TSP) a written notice via:

- 1) "Notification of Loss or Damage AT Delivery" form given on delivery day
- 2) "Notification of Loss or Damage AFTER Delivery" form in DPS

Exclusion: NTS and DPM shipments must submit a notice within 75 not 180 days. Your counseling checklist will specify if these methods were used.



2 File a claim within 9 months from delivery date

File an itemized claim in DPS for every item that was lost or damaged. (For NTS and DPM shipments, your claim may be emailed, faxed or mailed.)

- The TSP must confirm receipt of your claim within **15 days**.

Alternative Filing Option - Quick Claim Settlement:

If offered on delivery day, you may file paperwork in-person with the TSP to promptly resolve minor loss or damage (not to exceed \$1,000). Payment is made within **5 days** of claim submission. You may still file other claims for loss or damage discovered after delivery, excluding the items filed under a "quick claim."



3 Work with the TSP to assess your claim

The TSP may send someone to inspect your items to determine payment or repair amount. For lost items, an official tracer will be initiated.

- The TSP has **30 days** to make an offer or deny liability for claims under \$1,000 and **60 days** on claims over \$1,000. You can make counter-offers and the TSP must respond to each reply within **7 days**.
- If repairing an item, the TSP must hire a repair company in **20 days** and have that company inspect the item within **45 days**.
- For NTS and DPM shipments, the delivering TSP must notify the customer and MCO within **3 business days** if denying liability. It's then recommended to transfer your claim to the MCO.
- If the TSP has stopped communication, do not dispose of, obtain an estimate, or repair any items without first contacting the MCO for approval.



4 Finalize the settlement or transfer to MCO

You may settle a claim by accepting or rejecting in full or per item. TSP providers (to include NTS and DPM) are required to:

- 1) Make payments within **30 days**.
- 2) Pick up salvage items within **30 days** after being deemed "beyond repair."

DO NOT FEEL PRESSURED - only accept an offer if you are completely satisfied.

NOT FULLY SATISFIED?

Consider contacting the MCO if you are unhappy with final offer amounts or the TSP has not communicated with you for more than 30 days.



PRIVATELY OWNED VEHICLE(S) CLAIMS

Option 1: Onsite Settlement

- File a claim (valued at \$1,500 or less) at the Vehicle Processing Center (VPC) during pickup.

- Payment will be sent electronically to your bank account.

Option 2: International Auto Logistics (IAL) Claim

- Obtain an estimate from a repair facility of your choice and submit to the IAL claims office.
- IAL will review, process, and settle your claim within **90 days**.

For more information, contact the IAL Claims department toll free at (855) 389-9499 and select "claims" from the voice menu. Claims may be emailed to claims@ialpov.us.

NOT FULLY SATISFIED?

Transfer your claim to the MCO for reimbursement.



*Effective for shipments picked up on or after May 15, 2021

RESIDENTIAL DAMAGE CLAIMS

Step 1: Document any damage on the day it occurs

- Conduct a pre and post walk-around with the TSP noting any damages (interior and exterior) in writing. Take pictures for your records.

Step 2: Submit a claim

- Contact the TSP directly within **7 days** from the last date they were at your residence. The TSP may require you to submit a real property damage claim form.

Step 3: Conduct an inspection

- The TSP will schedule an inspection within **15 days** of notification. The repair estimate will be shared with you to determine payment.

NOT FULLY SATISFIED?

Contact your local TO or MCO for further guidance.



WHO TO CALL FOR HELP

671- 366-7193

Local Transportation Office (TO):
<https://www.move.mil/resources/locator-maps>

USTRANSCOM

Customer Support Center (Open 24 hrs):
DPS Technical Help: 800-462-2176
Non-Technical Help: (833) MIL-MOVE [645-6683]

Military Claims Office (MCO):

Air Force:
afsc.ja@us.af.mil
877-754-1212 or 937-656-8044

Coast Guard:
757-628-4212
D05-SMB-HHG@uscg.mil

Army:

502-626-3000
usarmy.knox.hqda-otjag.mbx.cpcs@mail.mil

Navy/Marine Corps:

hqmc.claims@usmc.mil or norfolkclaims@navy.mil
888-897-8217 or 757-440-6315





**DEPARTMENT OF THE AIR FORCE
HEADQUARTERS 36TH WING (PACAF)
ANDERSEN AIR FORCE BASE GUAM**

MEMORANDUM FOR ALL PERSONNEL UTILIZING ANDERSEN AFB OMC

FROM: 36 FSS/CC

SUBJECT: Andersen AFB Official Mail Center Policies

1. Hafa Adai and congratulations on your assignment to Guam! Personnel with permanent change of station (PCS) orders to AAFB are authorized to use the General Delivery address to receive mail for up to 30 days prior to their report no later than date (RNLTD) and up to 30 days after their RNLTD.
 - a. Before sending any mail to AAFB, a copy of PCS orders must be provided to the OMC by the member or sponsor and an AF IMT 624, *Base/Unit Locator and PSC Directory Form* completed. Once General Delivery has been initiated, all packages/mail sent to general delivery will be held at the OMC until pickup.
 - b. Failure to provide an AF IMT 624 and copy of PCS orders before having mail sent to General Delivery will result in the mail being returned to sender.
 - c. Failure to provide a forwarding address will result in mail being returned to sender beginning 30 days after your on file RNLTD.
2. The General Delivery address is:

NAME
PSC 251 GENERAL DELIVERY
APO AP 96542
3. For questions regarding these policies, please contact the Official Mail Manager at 36fss.fsvp.officialmailcenter@us.af.mil or DSN 315-362-5682.

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REBECCA L. HEYSE, Lt Col, USAF
Commander, 36th Force Support Squadron





Post Office Box Information - Free vs. Paid

For those residing on Andersen are eligible for a FREE Post Office Box - Bring in the housing document plus two forms of ID to the Post Office.

For those residing off Andersen - For a FREE Post Office Box – DO NOT go to the Andersen Post Office. Customers must apply for a free PO Box at the Barrigada Post Office. Free PO Boxes are not automatically granted. Customer's physical address must meet specific requirements in order to qualify for a free PO Box. For example:

Eligibility for no fee Group E Box service does not extend to:

- a.** Individual tenants, contractors, employees, or other individuals receiving or eligible to receive single-point delivery such as delivery to a hotel, college, military installation, or transient trailer park.
- b.** Locations served, or eligible to be served, by central delivery or grouped receptacles such as cluster box units, apartment style receptacles, mailrooms, or clusters of roadside receptacles.
- c.** Locations where circumstances not within the control of the Postal Service preclude extension of carrier delivery, such as town ordinances, private roads, gated communities, ***unimproved or poorly maintained roadways****, or unsafe conditions; or.
- d.** Locations serviced by a delivery receptacle that a customer chooses to locate along a carrier's line of travel, and to which the Postal Service makes delivery.

**** This excludes many customers from obtaining a free PO Box.***

Bring in the following to the Barrigada Main Facility:

- 1.** DPW map of residence (DPW map from permit center that shows the house number and street name along with the "House numbering system" document)
- 2.** Lease agreement or Mayor's certification of residence (address must match DPW map)

When bringing in these items to the Postmaster, then it will be decided after reviewing documents whether or not you are able to receive a free post office box. The Postmaster is the only personnel authorized to sign for a free post office box.

For a PAID Post Office Box - You can go to any postal location as well as choose which location you would like.

- 1.** You will need 2 forms of ID.
- 2.** Lease agreement or Mayor's certification of residence.
- 3.** Completed application form
- 4.** Payment



AIRMAN & FAMILY READINESS CENTER



36FSS.FSH@us.af.mil | (671) 366-8136
Consolidated Support Center,
Bldg 22026 O'Malley Ave, Rm 131, Andersen AFB



Follow us on Facebook
www.facebook.com/AFRCAndersen
or scan QR code



Assisting you in paradise

RELOCATION ASSISTANCE

Right Start

Mandatory 36th Wing orientation for in-bound personnel. We will provide you with the latest information and resources available to you.

Smooth Move Workshop

PCSing out? Let us help you make it a Smooth Move! Mandatory workshop for outbound personnel E-4 and below.

Spouse/Newcomer Orientation (SNO)

Find out about local services available to you and your family while learning about Guam, its environment, people and culture. You'll also get to try some local dishes and learn how to prepare them.

Loan Locker

Awesome resource to get you and your family through until your household goods arrive, or after you've packed out. Hours are Mon-Fri, 1300-1600, by appointment. A copy of PCS orders are needed upon check-out.

Sponsor Packages

Becoming a Sponsor? See us for informational packets about AAFB and Guam that you can forward to your in-bound personnel.

Sponsorship 101

Have you been selected to be a new sponsor? This informative training will allow you to learn how to make a first great impression and be the best possible unit sponsor.

Island Tour

Are you new to Guam? Are you interested in knowing more about the island and its rich history? If so, this tour is for you! Take advantage of our FREE "Hafa Adai" bus tour; enjoy scenic and historical information about this beautiful island.

FAMILY LIFE EDUCATION

Heart Link

A fun, informative workshop geared for AF spouses married 5 or less years. Learn about local resources, military customs, traditions, and so much more! Games, prizes, giveaways and lots of fun!

SUPPORT SERVICES



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Bundles for Babies

Are you expecting a new baby? Attend this class and learn how to prepare financially for your baby. Receive a AAFES Gift Card* courtesy to AFAS to help with purchasing some of baby's first essentials.

(*conditional apply)

Volunteer Resources Program

Looking for volunteer opportunities while stationed at AAFB? Let us help connect you with volunteer opportunities both on and off-base.

EMERGENCY ASSISTANCE

Air Force Aid Society

AFAS funds great programs for you! Programs include: Heart Link, Bundles for Babies, Give Parents a Break Childcare and PCS Childcare.

Casualty Assistance

The Casualty Assistance Representative (CAR) provides counseling on benefits and entitlements offered by a wide variety of programs to AF military members, retirees, and their dependents.

Emergency Family Assistance Center (EFAC)

The Emergency Family Assistance Center (EFAC) is established, implemented and sustained under the authority of the IEMP. EFAC processes help to assist service members and their families following an emergency/disaster response.

PERSONAL & FAMILY READINESS

Pre-Deployment Readiness & Reunion/ Reintegration

Preparing for or returning from a deployment? Mandatory pre-deployment and reunion briefings, by appointment. Let us help you ease the strain of deployment and tackle the challenges of reunion. Free morale calls & childcare vouchers.

Hearts Apart Program

Is your service member deployed? Join us for FREE family-friendly events. Call us to RSVP for these great events.

Key Spouse Program

Key Spouses are vital! They are the communication link between unit leadership and families, they play an important role in helping families prepare for deployment. See your unit CC or First Sergeant if you

are interested in becoming a Key Spouse. A signed appointment letter is required prior to attending Initial Training.

Family Employment Readiness Program (FERP)

Need help with job search or updating your resume? Visit us today for employment assistance.

Exceptional Family Member Program - Family Support (EFMP-FS)

EFMP is a Department of Defense (DoD) program designed to provide support to military family members with special needs. EFMP-FS is the community support component offered by the A&FRC that provides local, state, and/or federal information, non-medical case management, and link to community resources.

Information and Referral (I&R)

The Information and Referral (I&R) services assist individuals and families to identify and clarify needs, determine appropriate forms of assistance and provide linkage to resources on and off-base.

CAREER SUPPORT & RETENTION

Personal Financial Management (PFM)

We offer information and education to help our service member and their families maintain financial readiness at every Financial Touch-point. Workshop and 1-1 appointment topics include:

- Developing a Spending Plan
- Debit/Credit Management
- First Duty Station-Officer
- Command Leadership Seminars
- TSP/BRS
- Credit Report Review
- PFM Forums
- Moving Off-Base

Transition Assistance Program (TAP)

During this week long workshop learn about fine-tuning your career strategy, create a resume, learn dynamic networking skills, and interviewing techniques. Briefing is mandatory for those retiring or separating from the military.

Survivor Benefit Plan (SBP)

The SBP counselor assists retiring members with issues and concerns to ensure that after their death, eligible survivors receive a portion of their military retired pay.

AMERICAN RED CROSS

Supporting America's Military & Veteran families. Serving those who serve our nation.

The American Red Cross provides emergency communication services between military service members and their loved ones during times of crisis. Pre-deployment briefings and reconnection workshops are also provided to members of the armed forces and their families.

Another service available to Active Duty, Guard, Reserves, Veterans and their family members is information referral to community resources. Anyone from the military community needing support for childcare, employment, food, clothing, utilities, housing, and other essentials can call the Red Cross for referrals that can best meet their needs.

Those needing help with immediate and serious needs such as being stranded in bad weather, impending homelessness, or life-threatening matters can also contact the American Red Cross for assistance.

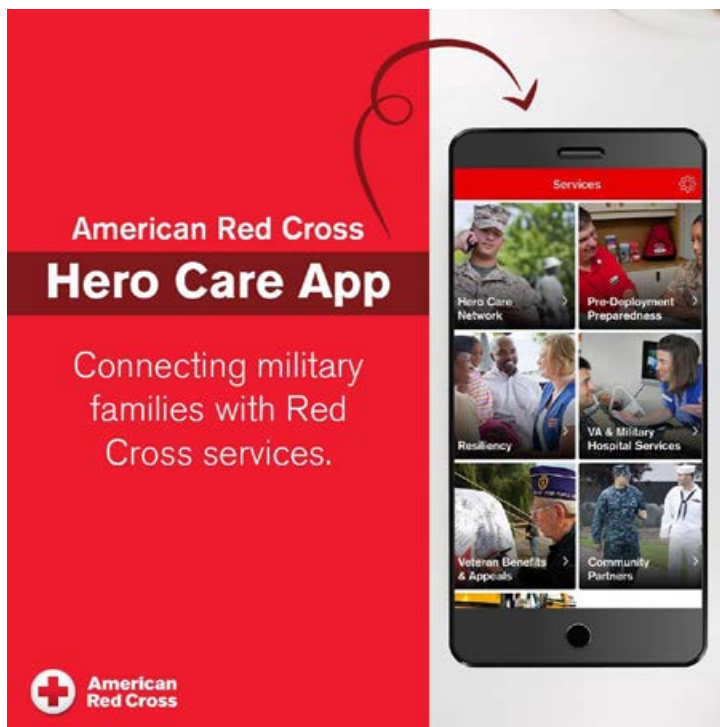
To access support from the American Red Cross 24/7:

Call the Red Cross Hero Care Center at **1-877-272-7337**
Andersen AFB: (671) 366-2574/688-0283
Guam Chapter (Main Office): (671) 472-6217/9

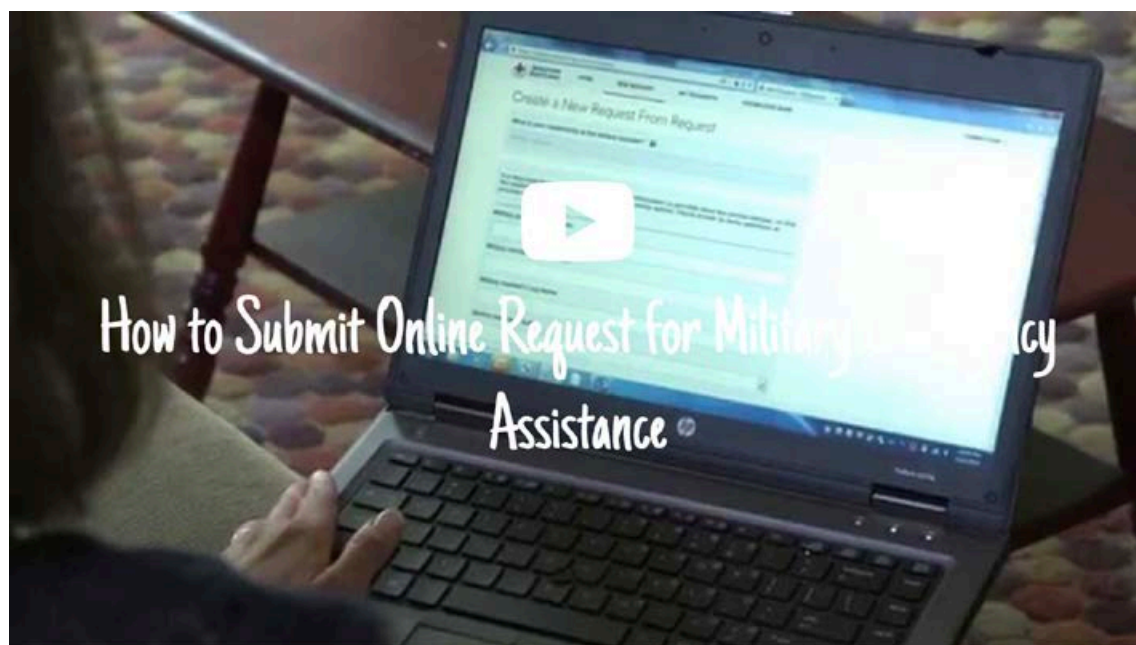
Go online at www.redcross.org/get-help/military-families/emergency-communication.html



American Red Cross



Download the free Red Cross Hero Care App at app stores for smartphones and tablets or at www.redcross.org/get-help/how-to-prepare-for-emergencies/mobile-apps.html



Watch a video on how to submit online request for Military Emergency Assistance.

Click on video to play or view it here:

<https://youtu.be/kC-lweHS5qo>



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EFMP Exceptional Family Member Program

Andersen Air Force Base Airman & Family Readiness Center Exceptional Family Members Program - Family Support

At the A&FRC, and EFMP-Family Support (EFMP-FS) Coordinator is available to ensure each family receives comprehensive coordinated family support through the military and/or civilian community.

Relocation

A&FRCs provide incoming and outgoing relocation services to the Total Force, which includes civilian and contract employees who are relocating CONUS or OCONUS.

A&FRC provides relocation information that includes medical and educational information, along with related community agency referrals, housing, employment, financial management, moving-with -children skills, and a number of PCS-related topics.

One-on-one consultation is available to any Airman, DOD civilian, or military family member seeking information to support family members with special needs.

Support Groups

Families need information as well as support and encouragement so they can help their EFMs. Through educational meetings along with formal and informal discussions, families can share information, fears, hopes, and plans with other families while learning from one another.

If no local support group exists for a particular special need, the A&FRC may help facilitate and/or provide facilities and other resources to assist. Contact you EFMP-FS Coordinator for more information.

Military Child Education

Academic standards, promotion/graduation requirements, services for children with special needs, eligibility for sports and extracurricular activities, and procedures for transfer and acceptance of records vary greatly from state to state and district to district.

The School Liaison Officer serves as the primary POC for school-related matters, including special education preparation.

Active duty members are encouraged to notify the A&FRC readiness, School Liaison Officer, and school personnel of EFMs that may require additional support during deployment or extended TDY.



Located at

AIRMAN & FAMILY READINESS CENTER

Building 22026,
Andersen AFB, GU 96929

(671) 366-8136

36FSS.FSH@us.af.mil

**Follow our A&FRC Facebook
page for upcoming events:**

[https://www.facebook.com/
AFRCAndersen](https://www.facebook.com/AFRCAndersen)

**EXCEPTIONAL FAMILY SUPPORT
MADE FOR YOUR MILLIFE**



Resources

efmpandme.militaryonesource.mil/

daffamilyvector.us.af.mil

www.militaryonesource.mil/



AIR FORCE AID SOCIETY



Airmen helping Airmen Since 1942

100% of individual donations are used to help Airmen. For every \$1 donated, AFAS spends \$3 in support of Airmen.

Our Mission

To support Airmen and enhance the Air Force mission by relieving emergency financial distress, helping the dependents of Airmen achieve their educational goals, and improving the quality of life for Airmen and their families through proactive programs.

Our Vision

To be a charitable organization that embodies the concept of Airmen helping Airmen – that is embraced by Airmen and those who support Airmen.

Headquarters Air Force Aid Society

1550 CRYSTAL DRIVE, SUITE 809
ARLINGTON, VA 22202
TEL: (703) 972-2650
FAX: (703) 972-2646
afas@afas-hq.org
WWW.AFAS.ORG

Andersen AFB Air Force Aid Society

AIRMAN & FAMILY READINESS
CENTER, BLDG. 22026,
ANDERSEN AFB, GU 96929
TEL: (671) 366-8136
EMAIL: 36fss.fsh@us.af.mil



About Air Force Aid Society

The Air Force Aid Society (AFAS) is the official charity of the U.S. Air Force (USAF) and has been meeting the unique needs of Airmen and their families since 1942. AFAS works to support and enhance the USAF mission by providing emergency financial assistance, educational support and community programs.

Emergency Assistance

When unexpected financial emergencies arise, AFAS provides no-interest loans and grants to help Air Force families meet immediate needs and make a positive step towards a lasting financial solution.



Standard Assistance – AFAS Standard Assistance may be in the form of a no-interest loan or grant. The purpose is to help Airmen stabilize emergency situations to better focus on the Air Force mission.

Falcon Loans – The AFAS Falcon Loan program is a streamlined application process to provide Airmen with expedited, no-interest loans up to \$1,000 for specific financial emergencies.



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Community Programs

AFAS understands the challenges that come with active duty Air Force life and offers targeted community enhancement programs to help make everyday life on base a little easier. The specific AFAS supported community programs offered varies between Air Force Base installations. Visit your Airman & Family Readiness Center to discover which of these programs may be available to your family.

Bundles For Babies – Our Bundles for Babies class is designed to teach expectant and new parents basic parenting skills, as well as essential financial skills to help with budgeting for a new baby.

Child Care Programs – Parenting can be stressful. Those stresses can be even more acute for a military family. AFAS offers several programs to help Air Force families with child care needs.

Spouse Employment Program – Active duty Air Force spouses can take advantage of entry-level job training to help secure immediate, viable employment. AFAS pays for tuition, instructor fees, and course materials for spouse participants.

Heart Link Spouse Orientation Program – Recognizing that spouses play an important role in the success of an active duty Airmen, AFAS provides funding for the Heart Link program. This program is designed to strengthen military families and enhance mission readiness by helping to orient new Air Force spouses (typically 5 years or less) to active duty military life.

Pet Transportation Grant – This program is a “need basis” for those with financial challenges. It provides a \$1,000 “GRANT” assist to offset the cost to fly your pet(s) in and out of Andersen AFB, Guam. Application MUST be submitted within 60 days of the Active Duty Member’s departure from Andersen AFB. Apply online

by creating an account through www.afas.org Once an account has been established, log in to the AFAS Website and apply for a Standard Loan. Complete the application process and complete the financial worksheet. Upload a copy of your Orders, EOM LES, and Pet Invoice.

Dorm Relocation Voucher – This is a First Sergeant Initiative for airmen “involuntarily” moved out of the Dorms. The CCF has authorization to provide a voucher for selected airmen to receive a \$500 grant to assist in establishing residence off base. Members provided the voucher must apply online through the AFAS Website. Service members must create an account and apply under the Standard Loan Assist. During the application process, member’s must upload a copy of the dorm voucher. Member’s DO NOT have to complete the financial worksheet during the application process or provide a copy of their LES.



Education Support

AFAS helps Air Force families offset the cost of college education. We provide educational grants, scholarships and loans to the dependent children and spouses of active duty and retired Air Force members, Title 10 Reservists, Title 32 Guard, retired Reserve and deceased Air Force personnel.

General Henry H. Arnold Education Grant Program – Arnold Education Grants are awarded to eligible, qualifying Air Force dependents. Grants range from \$500 to \$4,000, with specific amounts awarded based upon financial need.

Supplemental Loan Program – Knowing that incidental college expenses for books, fees, and supplies can be challenging financially for families already facing tuition, room, and board costs, AFAS offers a no-interest \$1,000 Supplemental Education Loan to help reimburse these expenses.

MILITARY AND FAMILY LIFE COUNSELORS



Service Providers And Leaders

Military and Family Life Counseling services are available at installation Military and Family Support Centers.

Contact (671) 689-0526 (AAFB) & (671) 972-7537 (NWF)

If an installation is not nearby, military service providers and leaders can request non-medical counseling services for unit events at <https://supportrequest.militaryonesource.mil>.

Military And Family Life Counseling Program

Military families face unique challenges. They may struggle with issues such as deployment-related stress, reintegration and pressures of managing parenting and finances while a loved one is deployed.

To support military families facing these or additional challenges, the Military and Family Life Counseling Program:

- Provides short-term, non-medical counseling services to service members and their families at no cost
- Provides psycho-education to help military service members and their families understand the impact of deployments, family reunions following deployments and other stresses related to the military life
- Augments existing military support services
- Offers flexible service delivery
- Can provide services on or off of military installations
- Can provide services to individuals, couples, families and groups

With the exception of child abuse, domestic abuse and duty to warn situations services are private and confidential.

About Military And Family Life Counselors

- Masters or Doctorate-level licensed counselors
- Work with families, individuals, couples and children
- Work with existing military and family support programs to complement services provided

Non-Medical Counseling Services

Life Skills

- Anger management
- Communication
- Relationship issues
- Conflict resolution
- Parenting
- Decision-making skills

Military lifestyle

- Deployment stress
- Coping skills
- Homesickness
- Relocation adjustment
- Reintegration
- Separation
- Building resiliency
- Sadness, grief and loss



FINANCE INFORMATION



36 CPTS/FMF

ANDERSEN AFB, GUAM FINANCE OFFICE

Room 1176, Building 22026,
Andersen AFB, GU 96929

(671) 366-1770

Hours of Operation:

Mon-Tue & Thu-Fri 8:30 a.m. – 3:30 p.m.

Wednesday 8:30 a.m. – 12:00 p.m.

CLOSED on 2nd Tuesday of every month for Training,
Weekends, Federal Holidays, and PACAF Family Days

Military and travel pay related customer service to the military members and civilian employees of Andersen AFB. The Comptroller Services Portal (CSP) is the Air Force's 21st century solution for financial services, which you can submit an Air Force military pay, travel pay, or civilian pay inquiry 24 hours a day virtually. Walks-in's are welcomed during the hours of operations.

To complete a CSP request (CAC-enabled device required), please access the link or QR code below. Upon completion, your request will be sent to the Finance Office and can be tracked from start to finish with notifications alerting you of status changes.

CSP Link: <https://usaf.dps.mil/teams/SAFFMCSP/portal/SitePages/Home.aspx>

Mil-Mil OHA Off-Base Guam Example:

A mil-to-mil couple (with 1 dependent under the highest ranking) arrives to Guam (or prior to arrival) and starts house hunting for a monthly rental that equates to \$4,655 based on adding their OHA rates together.

E7 OHA: \$2,450.00

E7 Utility Allowance: \$966.00

E6 OHA: \$2,205.00

E6 Utility Allowance: \$724.50

*The rates can be found at the Defense Travel Management Office website (GU001 = Guam)

<https://www.defensetravel.dod.mil/site/ohaCalc.cfm>

Breakdown of OHA Entitlements:

1. Based on the information above, members will add the E7+E6 OHA rates to come to a monthly income of \$4,655.00 (much like BAH stateside)
2. However, because a military member cannot be a dependent of another military member overseas, the JTR considers them as "sharing" or 2x roommates

3. Because of this, the rent is split 50/50 and a \$4,655 a month rental equates to a \$2,327.50 split.
4. Considering this, the OHA rates listed above are the maximum OHA monthly entitlement, so the E7 in this scenario would receive a monthly OHA of \$2,327.50, but the E6 is capped at the maximum rate of \$2,205.
5. This will give the mil-to-mil couple a monthly household OHA amount of \$4,532.50
COMPUTATION: $\$2,327.50 + \$2,205 = \$4,532.50$
6. This results in a negative (-\$122.50) if the mil-to-mil couple sign a lease for \$4,655.00 on the basis of adding their OHA rates together

Breakdown of Utility Allowances:

Mil-to-mil couples will also split the monthly Guam utility allowance, although it's a 50/50 split on the maximum monthly utility allowance authorized for Guam (regardless of rental amount).

E7: $\$966.00 * 50\% = \483.00

E6: $\$724.50 * 50\% = \362.25

Monthly Household Utility Allowance: \$845.25





36 WG/JA
Andersen AFB, Guam LEGAL OFFICE

ROOM #113 | 36 WG HQ (BLDG. 23003)

To schedule an appointment,
please call **(671) 366-2937**

HOURS OF OPERATION

Mon-Tue & Thu-Fri | 8 a.m. - 4:30 p.m.

Wednesday | 8 a.m. - 2 p.m.

CLOSED on Weekends, Federal Holidays, and
PACAF Family Days (*which usually fall on Friday*)

Legal Assistance, Wills, Powers-of-Attorney, and Notary Services are BY APPOINTMENT ONLY. There will be NO walk-in services provided at this time.

To complete a Will or Power-of-Attorney worksheet and obtain a ticket number, please access the link or QR code below. Upon completion and obtaining a ticket number(s), please contact the Legal Office to schedule an appointment. https://aflegalassistance.law.af.mil/apps/aflass_public/bin/main.php

To schedule an appointment, please call **(671) 366-2937**.



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SEXUAL ASSAULT PREVENTION & RESPONSE

ANDERSEN AFB SEXUAL ASSAULT PREVENTION & RESPONSE (SAPR)

1713A Polynesian Drive, Andersen AFB, GU 96929

24/7 HOTLINE: (671) 366-SARC (7272)
(671) 366-7714 & (671) 366-7715

Sexual assault is a crime and is defined as intentional sexual contact characterized by use of force, physical threat or abuse of authority or when the victim does not or cannot consent. It includes rape, non-consensual sodomy, indecent assault, or attempts to commit these acts.

RESTRICTED REPORTING

Who can be contacted:

SARC, VA, healthcare provider or chaplain

Benefits:

- Access to medical, advocacy, legal, and counseling services
- Receive the Sexual Assault Forensic Examination (SAFE)
- Control the release of personal information
- Can change to Unrestricted Reporting

Limitations:

- The alleged offender will not be held accountable
- Ineligible for expedited transfer or reassignment
- No command support
- Cannot receive protective order

UNRESTRICTED REPORTING

Who can be contacted:

Commander, SARC, VA, healthcare provider, chain of command, OSI, law enforcement, or chaplain

Benefits:

- Access to medical, advocacy, legal, and counseling services
- Receive the Sexual Assault Forensic Examination (SAFE)
- Command support
- Can receive protective order

Limitations:

- More people will know about the sexual assault
- Investigation may be intrusive and difficult
- Cannot change to restricted reporting

INDEPENDENT REPORTING

This reporting option is made by an individual(s) other than the sexual assault victim. **Military members aware of such crimes against others have an obligation to report these criminal acts to their chain of command/ law enforcement.** The AF Office of Special Investigation (AFOSI) **may then initiate an investigation.** If the victim is currently in a restricted reporting process and the SARC is notified, the **SARC will not disclose information unless authorized by the victim.**

DoD
Safe Helpline
.....
Sexual Assault Support for the DoD Community

safehelpline.org | 877-995-5247

FAMILY ADVOCACY PROGRAM (FAP)



Located at

36th Medical Group,
Andersen Air Force Base

Contact

Phone: (671) 366-5167
After hours Command Post: (671) 366-2981
Fax: (671) 366-5122

What is FAP?

The mission of the Family Advocacy Program is to eliminate the occurrence of child and domestic abuse incidents among Military families. When abuse occurs, the FAP works to ensure the safety and support of our military families. We offer education and prevention services that focus on building healthy relationships and strengthening families.

WHO IS IT FOR?

Service members on Active Duty status, dependents, intimate partners of Active Duty service members, and DoD civilians.

How we work

We use the protective factors model to help our military families become strong, healthy, and resilient. We provide our clients with the tools and knowledge to:

- Become more **nurturing and attachment** focused by promoting affectionate bonding with their children;

- Build **parental resilience** to cope with daily stresses;
- Gain **social connections** by developing trusting friendships with those around you;
- Find **concrete support in times of need** through available resources on and off base;
- Offer **knowledge of parenting and of child and youth development**; and
- Promote **social and emotional competence of children** through effective and positive communication.

These six protective factors are essential to increasing the health and well-being of our military children, parents, and families.

What we offer

Classes, Workshops, and Seminars

Subjects include couples communication, managing stress and anger, and effective parenting (including a class for Dads).

New Parent Support Program

A service offered to active duty service members and spouses who are expecting a baby or who have a child(ren) up to age 4. The program offers home visitation, and parenting education to help provide a safe and nurturing environment for the child(ren).

Counseling

Counseling for active duty members and families to include:

- Individual
- Couples
- Family

Public Awareness Campaigns

We help communities learn to recognize domestic and child abuse, where and how to report it, and how victims can get help.

- February - Teen Dating Violence Awareness & Prevention Month
- April - Child Abuse Awareness & Prevention Month
- October - Domestic Violence Awareness & Prevention Month



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Classes Offered

Couples Communication

Participants learn to communicate more effectively and have more fun with their partner. The series covers addressing problems, active listening, and male-female dynamics. Class meets for 3 sessions.



Talk It Out!

Participants learn to strengthen relationships at work and at home by practicing skills that build effective two-way communication and manage conflict by practicing skills that prevent conflict from escalating and working with others to solve problems. Class meets for 1 session.

123 Magic Parenting

This video program by Dr. Thomas Phelan teaches "Magic" to use with children 2-12 years old. Participants take a humorous look at parenting and a practical look at discipline. Class meets for 1 session.



Connecting with Your Kids (5-12 y/o)

A Parent-child interactive class designed to help families better communicate their feelings, be more understanding, and learn healthy ways to manage emotions. For parents and children 5-12 years. Class meets for 1 session.

Connecting with Your Kids (12-17 y/o)

A Parent-child interactive class designed to help families better communicate their feelings, be more understanding, and learn healthy ways to manage emotions. For parents and children 12-17 years. Class meets for 1 session.

Life In Balance

Participants learn to prevent or cope with stress and anger by recognizing its sources and identifying the skills to effectively manage stress and anger to maintain balance. Class meets for 2 sessions.

Parenting the Love & Logic Way

Parents will learn how to tackle the unique challenges that come with parenting teenagers, including how to more effectively communicate with their teen, how to help their child manage risk, how to let go in certain situations, and when to seek professional advice. Class meets for 3 sessions.



24/7 DADs

A class for dads taught by dads. This program helps create DADs who enhance the well-being of their children by being an integral part of their lives physically, emotionally, spiritually, and intellectually. Class meets for 1 full-day session.

Surviving Your Adolescents

Parents will learn how to tackle the unique challenges that come with parenting teenagers, including how to more effectively communicate with their teen, how to help their child manage risk, how to let go in certain situations, and when to seek professional advice. Class meets for 1 session.

Parent Café

A fun and interactive group that offers a venue for moms and dads of all children to meet, share experiences, and learn new things in the world of parenting. *Guam USO, Tumon Bay*

** Class dates/times are subject to change.*

Please call for availability. Most classes are held at the Health & Wellness Center (HAWC) in the Coral Reef Fitness Center. For inquiries or to register for classes, please call **(671) 366-5167**.



Family Advocacy Program is also offering 1:1 Virtual Life Skills Education. To learn more click [HERE](#).

Contact the FAP at (671) 366-5167 for more information.





Chapel Facilities

Chapel 1 | Bldg 22024
Beside the Base Theater

Chapel 2 | Bldg 1623
Beside the Child Development
Center

Chapel Activity Center (CAC)
Bldg 1624, Behind Chapel 2

To meet with a chaplain during duty
hours, contact the Chapel at
(671) 366-6139

To contact the Duty Chaplain in
an emergency or after duty hours,
call the Command Post at
(671) 366-2981

Chapel Email: 36WG.HC1@us.af.mil

Follow us on Facebook!



[www.facebook.com/
PacafAndersenChapel](https://www.facebook.com/PacafAndersenChapel)

Individual ministries on
Facebook:
CWOC
[CWOC Andersen \(Guam\)](#)

PWOC
[Andersen PWOC Guam](#)

JAMM
[JAMM at Andersen AFB](#)



PROTESTANT

Worship Service

Gospel Service - Sunday, 10:30 AM, Chapel 2

Christian Development (Postponed until further notice)

Sunday School - Sunday, 10:15 AM, (PreK-5th & 6-12th grades), Chapel 2

Adult Classes - Sunday, 10:15 AM, Chapel 2

Prayer Time - Wednesday, 6:00-6:30 PM, Chapel 2

The prayer time will focus on the prayer requests dropped off in the prayer box each Sunday. (All requests will be treated with dignity and not unduly shared with others.)

Worship Ministry Rehearsals

Gospel Praise Team - Thursday, 6:00 PM, Chapel 2

Gospel Musicians - Thursday, 7:00 PM, Chapel 2

Protestant Women Of The Chapel

(Sep-Jun unless otherwise notified)

Morning Bible Study - Thursday, 11:30 AM & 7:00 PM, Virtual Meetings

Protestant Men Of The Chapel

(Sep-Jun) (Postponed until further notice)

Men's Prayer Breakfast - (1st Saturday), 8:00 AM, Chapel 2

Bible Study - Tuesday, 6:00 PM, Chapel 2

Protestant Youth Of The Chapel

 (Postponed until further notice)

Every 1st and 3rd Sunday (Aug-May), 5:00 PM, Teen Center

A place where youth, grades 5-12 can grow and explore a new life in Christ.

Protestant Baptisms And Weddings

Please contact one of your Protestant Chaplains to arrange for Baptisms and weddings. Allow three months prior to your wedding date for premarital counseling.



PROTESTANT LAY LED MINISTRIES

Approved Workmen Are Not Ashamed (AWANA)

(Postponed until further notice)

Wednesday (Sep-May), 6:00-7:45 PM, Chapel 2

A midweek children's program focused on teaching the Bible in a fun way.

CATHOLIC

Worship And Sacraments

Sunday Mass - Sunday, 9:00 AM, Chapel 1

Weekday Mass - Tuesday to Friday, 11:30 AM, Chapel 1

Sacrament of Reconciliation - Sundays, 8:00-8:45 AM

(Appointments Upon Request), Chapel 1

Sacrament of the Anointing of the Sick (Appointments Upon Request)

Religious Education (RE)

Classes (1st/2nd Grade for First Communion & 7th/8th Grade for Confirmation Prep) - ***Sunday (Sep-May) 10:15-11:30 AM***

Classes (3rd-6th Grade Combined) - ***Wednesday (Sep-May), 6:00-8:00 PM***

RCIA Instruction for adults - please contact the Catholic Chaplain.

Worship Ministry Rehearsals

Catholic Choir Practice - Sunday, 8:15 AM, Chapel 1

Catholic Choir Practice - Weekdays, time TBD, Chapel 1

Catholic Women Of The Chapel (Sep-May)

Every Thursday, 9:30 AM, Chapel 2



Catholic Baptisms And Weddings

Sacrament of Baptism and Sacrament of Marriage/ Marriage Validations/Annulments, please contact the Catholic Chaplain at 366-6139.



ECUMENICAL CHRISTIAN

Just Among Military Moms (JAMM) - for all Christian variants

2nd and 4th Tuesday, 8:00 PM, Virtual Meetings
Mom Days Out - time and location vary



INTERFAITH

Religious Accommodation And Reflection Center (RARC) at Chapel 1

Rooms and materials for Buddhist, Earth Based, Islamic, Jewish, Latter Day Saints, and Orthodox Christian religious accommodation are provided for walk-ins, 24 hours, 7 days a week. However, if you find the doors locked, please call 366-6139.

For information concerning other faiths not listed, call the Chapel at 366-6139.

For more information about other lay/ religious organizations meeting on base, call the Chapel at 366-6139.

MILITARY CHILDCARE dot com

- STEP 1 CREATE ACCOUNT
- STEP 2 SEARCH and REQUEST CARE
- STEP 3 MANAGE MY REQUESTS
- STEP 4 UPDATE MY PROFILE

WE CARE FOR YOUR CHILDREN *while you protect America.*

How does it work?

By improving and simplifying the child care search process, [MilitaryChildCare.com](https://militarychildcare.com) helps you to make better informed decision about your child care needs.

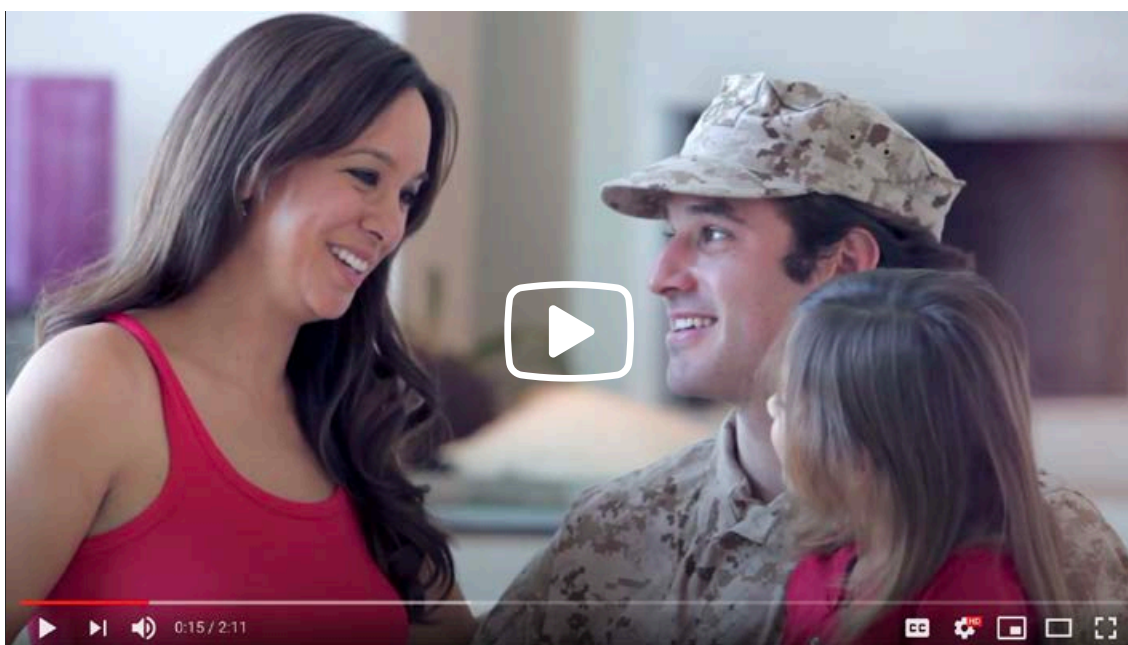
This Department of Defense (DoD) program makes it easier to find the child and youth care your family needs.

Now military and DoD civilian families can search for child care programs worldwide, conduct a customized search for the care you need, and submit a request for care at any time from any location.

Just follow the four simple steps outlined above.

It's literally that easy.

The 2-minute introductory video below highlights [MilitaryChildCare.com](https://militarychildcare.com) and its benefits to families.



Click on video to play or view it here:

<https://youtu.be/rvRGxsMHcVU>



QUALITY OF LIFE

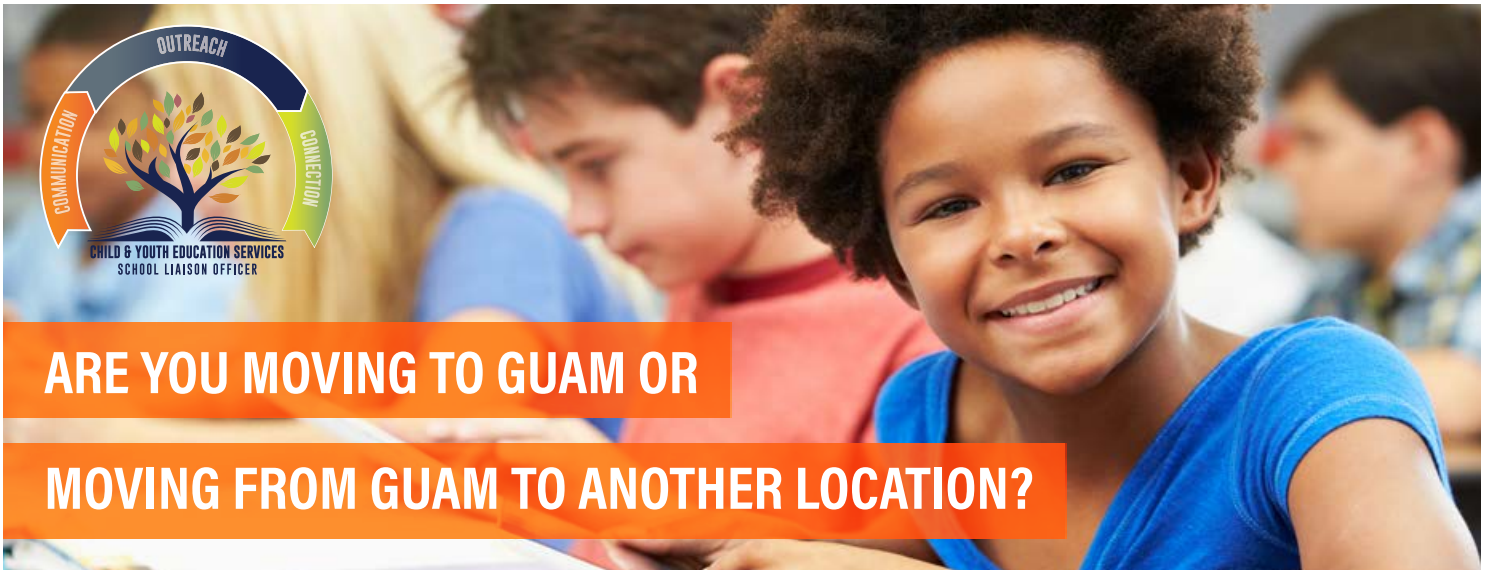


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ARE YOU MOVING TO GUAM OR

MOVING FROM GUAM TO ANOTHER LOCATION?

The School Liaison can ease education transitions for your family.

The School Liaison serves as the primary liaison between community schools, commanders, and military parents. The School Liaison faces a wide range of issues concerning schools and military children's education and have access to a variety of information. Contact your School Liaison for questions about schools in your next duty station. For information about school options in Guam and additional resources, please visit JRM School Liaison webpage at: www.militarymwr Guam.com/school-liaison

Scan this
QR code
to visit the
webpage



JRM School Liaison

Bldg 203 Halsey Drive, Nimitz Hill, JRM

MONDAY - FRIDAY | 7:30 AM - 4:30 PM

CALL: (671)349-6251 or (671)349-1141

EMAIL: sloguam@fe.navy.mil

MilitaryMWRGuam.com/School-Liaison

GUAM DoDEA SCHOOL PHONE NUMBERS: (AREA CODE 671)

Andersen Elementary PK-5th
366-1511

McCool Elementary PK-8th
339-8676

Andersen Middle 6-8th
366-3880

Guam High 9-12th 344-7410

DODEA Community
Superintendent's Guam
Field Office 344-9578

LOCATING SCHOOL LIAISON AROUND THE WORLD

The below link will take you to listings of all Service School Liaison world-wide.

NAVY-ARMY-MARINE-
AIR FORCE-COAST
GUARD SCHOOL LIAISON
DIRECTORY:

[http://www.dodea.edu/
Partnership/](http://www.dodea.edu/Partnership/)

Helpful links:

DoDEA School Registration:

www.dodea.edu/registration-process.cfm

Request Child Care: <https://militarychildcare.com>

Request a Youth Sponsor:

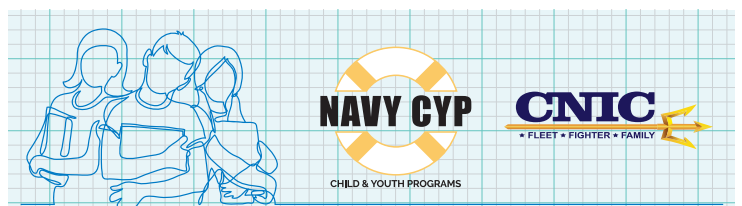
www.navycyp.org or NavyCYP@militarychildcare.com

Navy CYP Programs Page (CDC-CDH-SAC-Youth/Teen-CYES):
www.navycyp.org

NAVY SLO Facebook: www.facebook.com/NavyCYP

MIC3-Military Interstate Children's Compact Commission:
www.mic3.net

CHILDREN OF ALL ACTIVE DUTY ARE ELIGIBLE FOR FREE 24/7
INTERACTIVE TUTORING AT WWW.TUTOR.COM



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**Department of Defense Education Activity Pacific South
Guam Field Office
Office of the Community Superintendent
PSC 455 Box 208
FPO AP 96540**



TO: Sponsors of DoDEA Elementary, Middle and High School Students

FROM: Student Transportation Office

SUBJECT: Advisory Policy regarding bus service prior to signing a lease

Dear Parents/Sponsors,

DoDEA Guam School District poses some unique challenges for students that require bus service and need to walk to a bus stop. That walk can be especially challenging when these students live off base and there are a lack of street lights, stoplights, crosswalks, and sidewalks. It is extremely important for the Parent/Sponsor to be aware of the situation prior to signing a rental/lease agreement. These challenges are not in all areas, but all need to be aware of where the bus stops, and where the commuting zones are. Other factors to consider are that DoDEA buses cannot back up and normally cannot u-turn as streets are too narrow. We've had a few families that have moved into rental units only to find out later that the bus stop location or bus service would be a problem. If it is a single parent, the spouse is deployed, can't drive, etc. it can negatively impact the family.

Please contact our local Student Transportation Office (STO) before signing any lease agreement. For best results email the street address of the residence in question to the STO general inbox Guam.STO@pac.dodea.edu They can send back the location, approximate distance to the residence, and provide the pick-up / drop off times of the bus that services that stop.

Parents/Sponsors, please ensure your contact info is up to date with the school as the school database is often our information source.

Scott Hall
Program Analyst
DoDEA



DODEA GUAM SCHOOL BOUNDARIES and BUS TRANSPORTATION ZONES



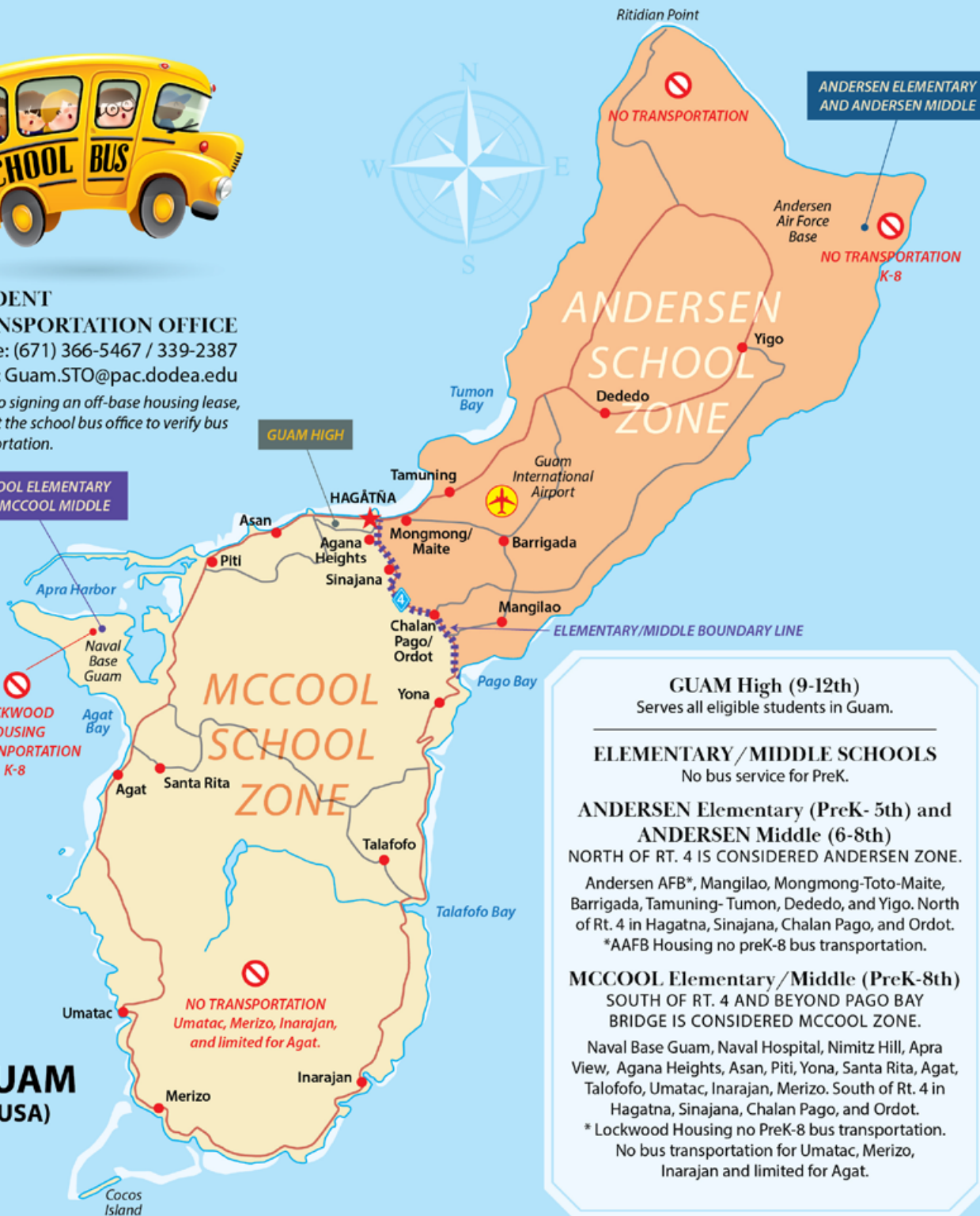
**STUDENT
TRANSPORTATION OFFICE**
Phone: (671) 366-5467 / 339-2387
Email: Guam.STO@pac.dodea.edu

**Prior to signing an off-base housing lease,
contact the school bus office to verify bus
transportation.*

**MCCOOL ELEMENTARY
AND MCCOOL MIDDLE**

**LOCKWOOD
HOUSING
NO TRANSPORTATION
K-8**

**GUAM
(USA)**



Updated 07/01/2019



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STUDENT TRANSPORTATION OFFICE

Andersen E/M School (AF) Mon-Fri | 7 a.m.-4 p.m. • **McCool E/M School (NBG)** Mon-Fri | 7:30 a.m.-4 p.m.

CLOSED on Federal Holidays

Registration

After registering at the school, contact the Student Transportation Office by email to complete the school bus registration process. No need to come to our office how's that for convenience!?

Email guam.sto@dodea.edu

Be sure to include the following in your email message:

Student Information

- Name: Last, First, Middle
- D.O.B./School/Grade
- 4 digit PIN-created by Sponsor/Parent (if student is KN)

Sponsor Information

- Name: Last, First, M.I.
- Physical Address
- Phone No./Email
- Branch/Title-Rank/Pay Grade
- DEROS/PCS

Spouse Information

- Last, First, M.I.
- Phone No./Email

Photo of student(s) for the bus pass, no hats and/or sunglasses. Don't forget to label w/ student name.

We will reply with maps and/or photos, pick-up/drop-off time & any other info that you may need. The bus pass will be sent out with the bus for immediate use. Quick and easy!

Very Important:

Due to road/street design, lack of safe bus stops, etc., some areas on

Guam are very difficult to provide bus services to. ****Prior to accepting/ signing lease for off base quarters, please check with our office to confirm bus service is available for that area or address.***

FAQ

Q: How do I find out what school my student is zoned for?

A: School zones are based on assigned physical quarters. Prior to signing any rental agreement (off base), or accepting base housing, please email our office to confirm bus service in the desired area you are considering, and find out which school your child will attend.

Q: I live outside the commuting zone, can I register my kids for school bus transportation?

A: If you have an approved waiver, Yes, but you are responsible for transporting your children to the nearest bus stop for that particular school zone.

Q: My child's enrollment in school is considered "Space Available", can I still register him/her to ride if within the commuting zone?

A: Yes, but only if a bus route is available in that area that services the school for your student(s) are zoned for on a space available basis, otherwise the trusted friend is responsible for transporting your kids to/from school.

Q: My child left an item on the bus, how do I get it back?

A: Items left behind will be kept for a day or two on the bus where your

child can get it back. After that it will be turned over to the school.

Q: What is the maximum distance that my child should be expected to walk to school or to a designated bus stop on or off base?

A: Not to exceed: K-5th grade no more than 1 mi or 1.60km; 6th – 12th grade no more than 1.5mi or 2.414km.

Q: I have a (K) Kindergarten age child riding the bus, how can I ensure they get off the bus safely?

A: All K age children must be accompanied by someone 12 yrs. old or older at the bus stop. A 4 digit PIN is required in order for the child to be released in the afternoon drop-offs. If you are not able to meet the bus at the stop, call our office in time to make arrangements.

Q: My son lost his bus pass, how do I get a replacement?

A: Please contact the Transportation Office to obtain a replacement. Bus passes will be sent out with the bus and issued to your child by the bus driver.

Q: Can my child bring their musical instrument, or class project on the bus?

A: The size of instrument and/or class project will determine if it's allowed on the bus. It would normally be allowed if the item can fit into a back pack. Large instruments such as Tubas, French Horns, etc. are not allowed on the bus. Trumpets, Flutes, Clarinets are allowed. Large items can impede safe exit during emergencies.

HOME SCHOOL SUPPORT



Did You Know?

DoDEA schools serve eligible home school children of military families.

Department of Defense Education Activity (DoDEA) schools offer eligible homeschooled children the opportunity to take one or more classes and/or to use or receive "auxiliary services". However, homeschoolers must meet the same eligibility requirements as dependents enrolled in the DoDEA schools. Auxiliary services include the use of academic resources (including scheduled standardized tests, etc.), access to the library (information center), after-hours use of school facilities, participation in music, sports, and other extracurricular and interscholastic activities.

- ☐ **Read** DODEA Administrative Instruction 1375.01 Home-School-Students April 10, 2018. <https://www.dodea.edu/Offices/PolicyAndLegislation/upload/DoDEA-AI-1375-01-Home-School-Students-Change-1.pdf>
- ☐ **Bring** a copy of the military sponsor's orders (and page 2 for Navy) and the dependent's proof of identity such as birth certificate, passport, DoD identification card to the school to establish eligibility.
- ☐ **Contact** the DoDEA School Office in your area to register to take classes, participate in sports, music and to ask about other school resources and activities. To inquire about Dual Credit Enrollment, contact the school guidance counselor.

FMI view <https://www.dodea.edu/Pacific/>, call or follow on Facebook:

Andersen Elementary (671) 366-1511

Andersen Middle School (671) 366-3880

McCool Elementary/Middle School (671) 339-8676

Guam High School (671) 344-7410

NOTE: If your child is currently enrolled in school and you are planning to homeschool, please ensure you let the current school know you are planning to homeschool your child.

Resources

K-12 students of active duty, and active duty and spouses in U.S. Army, Navy, Air Force, Marines, Coast Guard, National Guard, Reserves, Wounded Warriors and deployed DoD civilian families are eligible for free access to the Department of Defense online tutoring and SAT/ACT prep with [Tutor.com](https://www.tutor.com).



[TUTOR.COM/MILITARY](https://www.tutor.com/military)



[Military Child Education Coalition \(MCEC\)](https://www.militarychildeducationcoalition.org) is focused on ensuring quality educational opportunities for all military-connected children. [School Quest](https://www.schoolquest.org) is one of many resources offered to research schools, ask questions about

school transition, and learn about education topics from early childhood to college preparation.

[Home School Legal Defense Association \(HSLDA\)](https://www.hsllda.org) is the trusted movement leader that makes homeschooling possible by caring for member families and protecting and securing the future of homeschooling.



Guam Law

17 GCA (Guam Code Annotated), Chapter 6, Section 6109

"Children not attending a private full-time school and who are being instructed in study and recitation for at least three (3) hours a day for one hundred seventy (170) days each calendar year by a private tutor or other person, in the several branches of study required to be taught in the public schools of this Territory and in the English language, shall be exempted from attending public school."

<http://www.guamcourts.org/CompilerofLaws/GCA/17gca/17gc006.PDF>

For additional information, view Guam Home School Association <http://www.guam-hsa.org> or contact the Guam Department of Education Curriculum and Instruction Office (671) 300-1247.



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Home School Support Contacts in Guam

Navy Homeschool Group Point of Contact

Joanne Styger

Email: Joannestyger@gmail.com

Guam Military Christian Homeschoolers

Facebook: [Guam Christian Homeschool Co-op- GCHC](#)

Apra View Homeschool Community

Facebook: [Apra View Homeschool Community](#)

Andersen AFB Homeschool Group Point of Contact

Andrea Dodd

Email: homeschoolgu@gmail.com

Facebook: [Andersen AFB Homeschool Group](#)

Guam Home School Association

Website: <http://www.guam-hsa.org>

Email: guamhsa@gmail.com

Guam Homeschool Resource Center

Email: guamhomeschool@gmail.com

Phone: (671) 483-3748

Classical Conversations Guam

Email: allisoncookcc@gmail.com

Facebook: [Classical Conversations Guam](#)

Child and Youth Programs

Youth Sports, Teen Center, School-age Care

Naval Base Guam Phone: (671) 339-6130/6410

Andersen AFB Phone: (671) 366-3490

School Liaison Directory

A worldwide network of school liaisons
to assist military families.

www.dodea.edu/partnership

(Joint Base School Liaisons listed under lead service)

Joint Region Marianas School Liaison Office

Connecting Military families, Commands
and K-12 Schools

Webpage:

www.militarymwrguam.com/school-liaison-officer

Email: sloguam@fe.navy.mil

Phone: (671) 349-6251/349-1141

TUTOR.COM for U.S. MILITARY FAMILIES

IS YOUR CHILD

LEARNING FROM HOME?

WE CAN HELP!

Online 1:1
tutoring

tutor
com
A Service of The Princeton Review

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The TRICARE Office assists patients on a walk-in basis with the following:

- TRICARE enrollments
- PCM Change Requests
- Medical Records Functions/Release of Information
- In and Out-processing
- Referrals
- Billing and Claims
- Patient Travel/Aeromedical Evacuation

The following numbers can be used to reach the different departments of the Andersen AFB TRICARE Office:

Front Desk: (671) 366-1091 / (671) 366-6547
Release of Information: (671) 366-5105
Billing and Claims: (671) 366-6537 / (671) 366-4070
Medical Records: (671) 366-5038

Hours of operation

Monday - Friday: 8 a.m. - 4 p.m.
CLOSED on Weekends, Holidays, and Family days.
CLOSED the second Wednesday of every month for training.

Overseas Regional Contractor

TRICARE Overseas Program (TOP)
International SOS Government Services Inc.
www.tricare-overseas.com

TOP Regional Call Center-Eurasia-Africa
+44-20-8762-8384 (overseas)
1-877-678-1207 (stateside)
tricarelon@internationalsos.com

Medical Assistance
+44-20-8762-8133

**TOP Regional Call Center
Latin America & Canada**
+1-215-942-8393 (overseas)
1-877-451-8659 (stateside)
tricarephl@internationalsos.com

Medical Assistance
+1-215-942-8320

**TOP Regional Call Centers-Pacific
SINGAPORE**
+65-6339-2676 (overseas)
1-877-678-1208 (stateside)
Sin.tricare@internationalsos.com

SYDNEY
+61-2-9273-2710 (overseas)
1-877-678-1209 (stateside)
sydricare@internationalsos.com

Medical assistance
SINGAPORE: +65-6338-9277
SYDNEY: +61-2-9273-2760

Additional Contacts

TRICARE For Life
Wisconsin Physicians Service-Military and Veterans
Health
1-866-773-0404
www.TRICARE4u.com

More Resources

TRICARE Website
www.tricare.mil

Publications
www.tricare.mil/publications



Are you looking for a Job?

Contact the Airman and Family Readiness Center (A&FRC) for assistance with:

- Job Search Strategies
- Resume Assistance
- Interviewing Skills
- Information on Federal Jobs and more!

The A&FRC staff is ready to assist you with your employment goals!

Contact A&FRC at (671) 366-8136 or email 36fss.fsh@us.af.mil for more information.

For employment opportunities, contact the following agencies

Regional NAF Human Resources Office

Joint Region Marianas

www.militarymwrquam.com/jobs

Phone: (671) 349-1154/2154/2210/5154/3154

Email: NAFjobs@fe.navy.mil

USAF 36 FSS Civilian Personnel Office

Phone: (671) 366-3674/671-366-3677

Email: andersenstaffing@us.af.mil



DON Human Resources Office

Phone: (671) 333-4063/671-366-6817

Email: JRMHRO@oconus.navy.mil

The Federal Government's Official Employment Website - www.usajobs.gov



**WE ARE
HIRING**

JOIN OUR TEAM!

We have a variety of employment opportunities in food & beverage, child & youth programs, sports & fitness, recreation, human resources, accounting, IT, marketing, and so much more!



NAF HRO NON-APPROPRIATED FUND HUMAN RESOURCES OFFICE

VIEW JOBS
MILITARYMWRGUAM.COM/JOBS

or scan the QR code

Contact us today at NAFJOBS@FE.NAVY.MIL





Contact us

Top of the Rock Bldg #26006
(behind the Main Exchange)

Open Daily, 10 AM-6 PM

Office: (671) 654-4876

Web: guam.uso.org

Facebook: [@USOAndersen](https://www.facebook.com/USOAndersen)

Center Is Open At Phase 2

Limited Operations

Active Duty military +
ADULT dependents 18+ only
(Allied Forces are welcomed)
Max capacity 36 Family room,
theater closed, conference room
by reservations.

Food & Beverages

Assisted Service (NO Self-service)
Disposable plates, utensils
Pre-packaged, single serving
snacks, chips, Infusion treats,
Winchell's donuts, Hotdogs/ Chili
Dogs w/ condiments, Chili & Rice
Sodas & bottled water.

Safety Measures

Mask is required for entry,
6 ft. Social distancing,
sanitizing stations/safety shields,
PPE for staff and volunteers,
CDC compliance cleaning
standards.

Connectivity

24/7 Wi-Fi, computers and CAC
readers, local/long distance calls,
printing.

Relaxation

Massage Chairs, Xbox/PS5, Cable
TV with over 80 channels.



IT BEGINS WITH YOU,
*Our mission,
your passion.*

Volunteering for our award-winning USO Andersen is unlike any other opportunity you will find. You will be joining an enthusiastic and passionate team in an organization with a history that spans more than seventy-five years. We are currently recruiting volunteers to support our USO Andersen center operations and special events. Join the Force behind the Forces today!

Center Representative

Volunteers support the day-to-day operations inside our USO Andersen center where we serve an average of 2,000 service members and their families each month. Duties include welcoming guests and checking their IDs, providing information about our USO and local community, ensuring the center is clean and organized, preparing and cooking food, monitoring and restocking supplies, and assisting guests with computers, games, televisions, phone calls, and more. Center representatives must be at least 18 years old and are asked to commit to a set 2-hour minimum weekly shift (shift availability varies and is based on).

Outreach/Special Events

Volunteers support USO Andersen programs or special events outside of the center such as military deployments, homecomings, and outreach events. Specific duties and working environments will vary depending on the type of event. Some of our annual events include the Golf for Our Heroes, Run for Our Heroes, International Asian Bazaar, Holiday Arts & Crafts Fair, and Home for the Holidays Thanksgiving and Christmas Dinners. This opportunity is ideal if you prefer a one-time or short-term quarterly commitment.

**Register to volunteer today at volunteers.uso.org.
Visit guam.uso.org to learn more about USO Guam.**





ACTIVITIES & ATTRACTIONS ON GUAM

1

Watch the sun set at Two Lovers Point

Two Lovers Point is a large cliff that rises 368 feet from the reef below, and offers views of both the eastern and western sides of the island.

2

Scuba Dive and Snorkel at Gab Gab Beach

Gab Gab beach is located on the Naval Base and is a great place to see schools of fish and the occasional Black-Tip Reef Shark!

3

Hike Mount Lam Lam

Mount Lam Lam is known as the tallest mountain on earth because it starts all the way down in the Marianas Trench.

4

Golf

Guam is home to 7 different courses so you are sure to find one that fits your skill level.

5

Visit Chamorro Villiage

The Chamorro Village is full of many different gift shops that feature the work of local artists and craftsmen. Wednesdays the villiages hosts a night market with live music and dancing!

6

Visit the War in the Pacific National Historical Park

Spend time seeing the 7 park areas, located on land & under water, honoring all who were a part of WWII in the Pacific.

7

Explore Gef Pa'go Chamorro Cultural Village

This village is modeled after a traditional Chamorro Village from the 1940's and 50's. It is used to preserve the local culture and pass down traditions.

8

Camp at Tarague Beach

Andersen Air Force Base is home to more than one beautiful beach. Spend some time camping and swimming while you're here! You can even see the neighboring island of Rota on a clear day!

9

Experience a Dance Dinner Show

Many hotels in Tumon offer dance shows that offer great entertainment while also showcasing the amazing talents of the dancers, as well as some history of the island.

10

Take the Southside Tour

The southern end of the island is full of delicious local cuisine, scenic mountain ranges, and Chamorro culture. Check it out when you take a drive around the shouthern tip of the island!

**The suggested activities above do not constitute DOD endorsement of the activity, location, or company associated with the items listed.*



DO'S AND DO NOT'S



DO wear sunscreen, sun-protective coverings (hat, glasses, long-sleeved shirts etc.) and limit sun exposure.



DO NOT under estimate the sun.



DO wear light, free comfortable clothing as the climate here is hot and humid.



DO NOT wear heavy clothing such as winter clothes.



DO explore with friends/family, inform someone who will not be participating just in case an emergency occurs.



DO NOT go exploring the island alone.



DO visit a museum, go on guided hikes, or join a culture club to learn more about local artifacts.



DO NOT touch, sit or stand on local artifacts.



DO check weather and water conditions before every hike and water activity.



DO NOT assume weather and water conditions for the day.



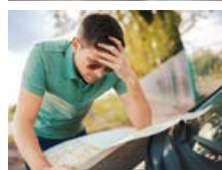
DO hide your valuables or leave it home.



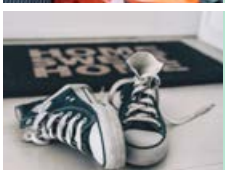
DO NOT leave your valuables in plain view where someone can easily steal it.



DO learn major landmarks and ask directions from an open business should you get lost.



DO NOT rely on street signs for orientation.



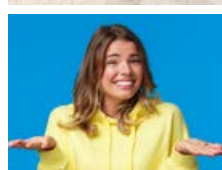
DO remove your flip-flops/shoes when entering a local's home.



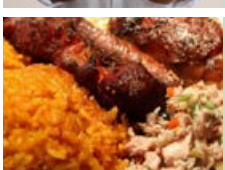
DO NOT enter a local's home with your flip-flops/shoes.



DO bring a dish or something to the BBQ.



DO NOT show up to a BBQ empty handed.



DO pack a plate to go - "balutan".



DO NOT decline packing food to go when leaving a BBQ.

EMERGENCY MANAGEMENT INFORMATION

Emergency Warning & Notification Helpful Contact Information

TO REPORT FACILITY DAMAGE
(671) 366-2916/2917/2918

TO REPORT HOUSING DAMAGE
(671) 366-6240 (FH)
(671) 366-9572 (UH)

PA FACEBOOK: @
[Andersen36WG](#)

NOAA WEATHER STATION
162.550 / 162.400 MHz

BE READY INFORMATION
www.beready.af.mil

AFPAAS (AF ACCOUNTABILITY)
afpaas.af.mil

Typhoons

Guam lies in Typhoon alley, which is at the greatest risk for Typhoons. Typhoons can happen at any point in the year.






- A typhoon is a large-scale tropical storm that occurs west of the International Date Line.
- A typhoon has sustained wind speeds of at least 74 mph.
- Know and be aware of your TCCOR levels and the actions to take for you and your family.
- Have your typhoon kit ready at all times; stores will experience higher volumes during times of emergencies.
- Ensure safety of all family members including pets; remember they are just as scared as you are.




Flash Floods

- Occur with little or no warning
- 6" of moving water can float your vehicle
- 3' of water can move an adult
- Water pools on many Guam roads
- Be mindful of hydroplane hazards



 U.S. AIR FORCE EMERGENCY NOTIFICATION SIGNALS		
IF YOU HEAR	THIS INDICATES	INDIVIDUAL ACTIONS
 3-5 Minute Steady Tone	A Disaster/Incident is Imminent or in Progress	<ul style="list-style-type: none"> • Be Alert • Take Cover or Evacuate to Safety • Follow Instructions • Account for Personnel
 3-5 Minute Wavering Tone	An Attack/Hostile Act is Imminent or in Progress	<ul style="list-style-type: none"> • Be Alert • Execute Security Measures • Follow Instructions • Account for Personnel
 Lockdown Lockdown [Location] Lockdown Phrase Repeats 3 Times	Active Shooter Incident is in Progress	<ul style="list-style-type: none"> • Remain Calm • Implement Lockdown Procedures Based on Your Location
 Voice Announcement	Immediate Disaster or Threat has Ended	<ul style="list-style-type: none"> • Remain Alert • Account for Personnel • Report Hazards, Injuries, and Damage


www.BeReady.af.mil



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Survival Kit

It's always good to keep a survival kit in your home. You never know when you're going to get hit with a natural disaster. Here's a general list of what you should keep in your kit. De-pending on where you are located you might have to add items to your kit.

- | | |
|-----------------------------------------------|-----------------------------------------------------|
| <input type="checkbox"/> Water | <input type="checkbox"/> Canned food and can opener |
| <input type="checkbox"/> First-aid Kit | <input type="checkbox"/> Propane Stove |
| <input type="checkbox"/> Flashlight | <input type="checkbox"/> Baby Supplies |
| <input type="checkbox"/> Cell phone | <input type="checkbox"/> Battery operated radio |
| <input type="checkbox"/> Cash | <input type="checkbox"/> Towels |
| <input type="checkbox"/> Personal medications | <input type="checkbox"/> Pet supplies |
| <input type="checkbox"/> Car maintenance kit | |

Housing Preparation

- ☐ Close and lock storm shutters
- ☐ Secure items that could be taken by powerful winds (i.e. Trampolines/Canopies/Grills/Children's toys/Coconuts)
- ☐ Check your generator prior to storm arrival and have extra fuel on hand.
- ☐ Don't use your generator until the storm has passed
- ☐ Ensure main breaker switch is available
- ☐ Have supply kit in an accessible and central location

Know your TCCOR Levels

TCCOR 4

Winds of 58MPH/50 knots possible within 72 hours

TCCOR 3

Winds of 58MPH/50 knots possible within 48 hours

TCCOR 2

Winds of 58MPH/50 knots possible within 24 hours

TCCOR 1

Winds of 58MPH/50 knots possible within 12 hours

TCCOR 1C

Winds of 40-57MPH/35-49 knots sustained are occurring

TCCOR 1E

Winds of 58MPH/50 knots are or \geq 69MPH/60 knots are occurring

TCCOR 1R

Storm/Hazards have passed. Recovery personnel authorized movement. All Clear: The storm has passed. Personnel authorized movement but with caution.

***Guam is always in TCCOR 4**

TYPHOON MADDY

INDOOR/OUTDOOR TYPHOON PREPARATIONS



For more information, please call 475-9600 or visit www.ghs.guam.gov



GUAM IS TYPHOON READY!

INDOOR TYPHOON PREPARATIONS

- ☐ Cover all beds and other items with plastic to protect from water seeping in around windows/doors.
- ☐ Roll carpets up and away from doors, arrange flashlights, lanterns, candles, and lighters in places where they can be easily found.
- ☐ When, or if the power goes out unplug all appliances; this will prevent damage from power surge when power is restored.

OUTDOOR TYPHOON PREPARATIONS

- ☐ Tie down tin-covered roof extension with cables.
- ☐ Secure all loose items that can become airborne during high winds.
- ☐ Take down all lawn umbrellas and temporary canopies.
- ☐ Secure plywood or typhoon shutters on windows.
- ☐ Remove and secure or waterproof window air conditioners.
- ☐ Fuel your car; service stations may be closed after the storm.
- ☐ Ensure that the main gas valve is shut off.
- ☐ Stay indoors until **Condition Four** is declared.



2019 JOINT REGION MARIANA'S GUAM WATER SAFETY VIDEO



With Guam's seas offering a wide range of water activities occurring year-round, the potential for MISHAPS is HIGH.

This water safety video will provide need-to-know information on how to avoid dangerous situations when planning a day on the water. It is useful to both local residents of Guam and military personnel and their families who are new to or will be stationed on the island. Click on video to play or view it here:

<https://youtu.be/fTVJsEI3wTg>

2019 JOINT REGION MARIANA'S GUAM HIKING SAFETY VIDEO

Safety first while you enjoy Guam's many outdoor activities!

Joint Region Marianas presents its new hiking safety video which is full of information that will help you plan, execute, and get back home safely from your hike without the need of emergency assistance.

Click on video to play or view

it here: <https://youtu.be/yQOt2CtUvI8>



2019 JOINT REGION MARIANA'S GUAM CULTURAL AWARENESS VIDEO



Guam: Where America's Day and Defense Begins

Within our 214 square-mile island, one can find a rich history, a philosophy of respect and cooperation, diverse cultural symbols and deep-rooted traditions. In this cultural crash course, you'll learn about those very elements that make Guam special. Click on video to play or view it here:

<https://youtu.be/OeHzZkRPBCE>



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AAFB Beaches; *NO water entry* - except for Tarague Beach as follows:

- Swim in buoyed areas at own risk, no lifeguard (0630-1830L only)
- No driving on beaches or scuba diving at Andersen AFB
- Obey Beach Flag Conditions and posted signs
- For water sports, local alerts, and current conditions call 211

Caught in a Riptide?

REMEMBER TO:




- Don't panic and remain calm
- Don't swim straight back to shore
- Don't try to swim against the current
- Remove yourself from the current by swimming perpendicular to the current (parallel to the coast)
- Once you see a break in waves, you may be able to swim/climb over the reef & swim to shore
- If the water is too deep or the current is too strong for you to hold yourself in place, let the current take you and it will eventually slow down as you float further from the coast, then swim parallel to the coast for a few feet and then swim back to shore.



Warning: reef walk prohibited!
Rip currents can pull you over the reef!

Read and heed all warning signs!

BEACH FLAG CONDITIONS:

-  **Red** – Do not enter water
-  **Blue/Purple** – Do not enter water
-  **Green/Yellow** – Swim with caution

CY16 Recovered Unexploded Ordnance (UXO)



Through time UXOs can start to blend in with the landscape. If you happen upon one here are some procedures to follow:

- ***DO NOT PICK IT UP OR DISTURB THE AREA AROUND IT!***
- If possible, establish a 300ft cordon
- While **911** will get the proper personnel notified, for faster response please keep these numbers in mind:
If on AAFB call the Command Post (671) 366-2981
If on a Naval Installation call the ROC (671)349-4003

TUMON



- A** Plaza De España, Hagåtña
- B** Latte Stone Park
- C** War in The Pacific National Historical Park
- D** Fort Nuestra Senora de la Soledad
- E** Marianas Military Museum
- F** Gadao's Cave
- G** Talofofo Caves

- H** Two Lovers' Point
- I** Southern Mountains Overlook
- J** Gov. Joseph F. Flores Beach Park
- K** East Hagåtña Beach
- L** Adelup Park
- M** Guam Veterans Cemetery
- N** Nimitz Beach
- O** Inarajan Pool
- P** Ipan Beach
- Q** Tarzan Falls

Welcome to guam



Legend

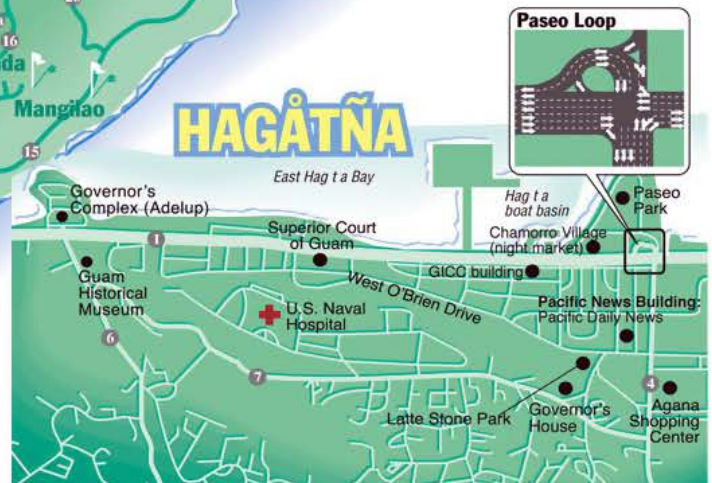
🏌️ = Golf courses

1 = Route numbers

A = Vista sites



HAGÁTÑA



Paseo Loop



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INSTALLATION MAPS & DIRECTORIES



To enlarge/download click on the map or scan QR code above



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EMERGENCY/MEDICAL

01 3C Fire Department 366-5284 | Bldg. 17002
04 4B 36 Wing Medical Clinic 366-9355 | Bldg. 26012
34 2D Andersen Veterinary Clinic 366-3205 | Bldg. 20011

FOOD & BEVERAGE

05 4B Burger King 653-0782 | Bldg. 27030
08 3C Gecko Grill 653-9713 | Bldg. 25005
09 4B Popeyes 653-0545 | Bldg. 24016
09 4B Subway 653-6775 | Bldg. 24016
09 4B Taco Bell 653-4817 | Bldg. 24016
09 4B Charley's 653-0545 | Bldg. 24016
09 4B Infusion Coffee & Tea 653-8743 | Bldg. 24016
14 1A Bamboo Willies 653-9814 | Bldg. 9509
23 6C Meridian Cafe 366-4654 | Bldg. 1091
23 6C Sunset Cove 366-4655 | Bldg. 1091
32 3C Commissary 366-2264 | Bldg. 22021

BASE EXCHANGE

09 4B Base Exchange 653-1141 | Bldg. 24016
09 4B Stripes (Alterations) 653-8595 | Bldg. 24016
09 4B Vitamin World 653-2547 | Bldg. 24016
09 4B Barber Shop 653-8599 | Bldg. 24016
09 4B Stylique Salon 563-8598 | Bldg. 24016
09 4B The Cleaners 653-8596 | Bldg. 24016
09 4B NTT DoCoMo Pacific 688-2273 | Bldg. 24016
09 4B GTA Communications 671-1513 | Bldg. 24016
09 4B The Spa 653-7858 | Bldg. 24016
09 4B New Car Sales 653-3154 | Bldg. 24016
09 4B Computer Repair 653-7669 | Bldg. 24016

SUPPORT SERVICES

02 5A Airman's Attic Bldg. 1728 AB
03 4A Housing Office 366-2127 | Bldg. 1723
29 3C Loan Locker 366-8136 | Bldg. 22026
29 3C Consolidated Support Center | Bldg. 22026
29 3C Airman & Family Readiness Center 366-8136
Bldg. 22026
29 3C ID Cards/ DEERs Office 366-2276 | Bldg. 22026
38 2B AAFB Visitor Control Center 366-5477 | Bldg. 14615

OFF BASE

School Liaison Officer (SLO) 349-6251
Bldg. 203, Nimitz Hill

FITNESS & RECREATION

08 3C Gecko Lanes Bowling 366-5085/5117 | Bldg. 25005
10 4A Auto Skills 366-2745 | Bldg. 26051
12 3A Arc Light Park & Stage Area
13 1B Sirena Beach 366-5197
14 1A Tarague Beach 366-5197
15 5B Andersen Pool 366-3202 | Bldg. 1621
16 4B Tickets and Travel 366-2586 | Bldg. 26006
16 4B Liberty Center 366-2586 | Bldg. 26006
08 3C Library 366-4291 | Bldg. 25005
19 3C Outdoor Recreation 366-5197 | Bldg. 25018
19 3C Dive Shop 366-6975 or 653-1021 | Bldg. 25018
19 3C Arts & Crafts 366-4248 | Bldg. 25018
21 4C Coral Reef Fitness Center 366-6100 | Bldg. 25045
22 3C Mehan Theater | Bldg. 22023
23 6C Palm Tree Golf Course 366-4653 | Bldg. 1091
24 5B Dog Park 366-5197

CHILD & YOUTH

25 5A Child Development Center 366-1601 | Bldg. 1625
25 5A Child Development Homes 366-1601 | Bldg. 1625
27 5B School Age Care 366-3490/91/92 | Bldg. 1622
27 5B Youth Sports 366-1650 | Bldg. 1605
27 5B Youth Programs/Teen Center 366-1640 | Bldg. 1605
28 5B Andersen Elementary School 339-1511 | Bldg. 14057
28 5B Andersen Middle School 366-3880 | Bldg. 14057

OTHER

06 4A Gas Station/Mini-Mart 366-2574 | Bldg. 21000
07 4B Post Office 366-8777 | Bldg. 24018
10 4A Car Care Center 653-9386/2886 | Bldg. 26051
11 3C New Car Sales 653-7741/2 | Bldg. 25006
11 3C Used Car Lot 366-5197 | Bldg. 25018
16 4B Top of the Rock | Bldg. 26006
20 2D Pet Lodge 366-5020 | Bldg. 20016
23 6C Sunrise Conference Center 366-4655 | Bldg. 1091
30 3C Andersen Chapel I 366-6139 | Bldg. 22024
31 5A Andersen Chapel II 366-2913 | Bldg. 1623
33 2C Airport Terminal Entry | Bldg. 17002
35 5B Andersen Gateway Inns & Suites 362-5501 | Bldg. 2700
35 5B Andersen Lodge 362-5511/2/3 | Bldg. 27006
36 5B AGIS Visitors Quarters 362-5511/2/3 | Bldg. 1656
37 3C Bank of Guam 366-8371/2 | Bldg. 26005
37 3C Pentagon Federal Credit Union 653-6555 | Bldg. 26005



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NAVAL BASE GUAM



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EMERGENCY/MEDICAL

- 01 3B Fire Department 339-3474 | Bldg. 1575
- 02 2B Navy-Marine Corps Relief Society 564-1880
Bldg. 39 Hibiscus Drive
- 03 2B Dental Clinic 339-3175 | Bldg. 1
- 04 3B Branch Medical Clinic 344-9202 | Barracks 6
- 05 4D Security 339-3414 | Barracks 6003
- 34 4D Boller Veterinary Clinic 333-3225 | Bldg. 104
- 39 3C Naval Base Guam CDO 777-1809 | Bldg. 3190
- 43 4D U.S. Coast Guard 564-8724 | Bldg. 308

FOOD & BEVERAGE

- 06 3C Subway 565-8199 | Bldg. 1760/1763
-  07 5A Torpedoes & Tomahawks 564-1833/4 | Bldg. 75
-  08 5A First Strike Bowling & Pizza 564-1000 | Bldg. 600
- 09 6C Del Taco 564-3030 | Bldg. 258
- 09 6C Domino's Pizza 564-3030 | Bldg. 258
- 09 6C Old Town Chinese 564-2388 | Bldg. 258
- 09 6C Popeyes 564-3030 | Bldg. 258
- 09 6C Subway 564-5500 | Bldg. 258
- 09 6C O-kizushi 564-1133 | Bldg. 258
- 32 6C Commissary 339-5173 | Bldg. 275
- 42 6C Wendy's








NAVY EXCHANGE

- 06 3C NEX Gas Station/Mini-Mart 565-0764
Bldg. 1760/1763
- 09 6C NEX Barber Shop 564-3131 | Bldg. 258
- 09 6C NEX Beauty 564-3110 | Bldg. 258
- 09 6C NEX Main Store 564-3178 | Bldg. 258
- 09 6C NEX Uniform/Tailor Shop 564-3193
- 10 6D NEX Rent-A-Car 564-1870 | Bldg. 257
- 10 6C NEX Autoport Service Center 564-0661 | Bldg. 257
- 11 5C NEX New Car Sales 564-3259 | Bldg. 258A
- 12 6D NEX Home Gallery (Dry Cleaning) 564-3205/6
Bldg. 256
- 19 5C NEX Home Center 564-3211~3 | Bldg. 700

OFF BASE

School Liaison Officer (SLO) 349-1141/6251
Bldg. 203, Nimitz Hill

FITNESS & RECREATION

-  08 5A First Strike Bowling & Pizza 564-1000 | Bldg. 600
- 13 1A Gab Gab Beach 564-1826
- 14 1B San Luis Beach 564-1826
- 15 1C Clipper Point 564-1826
- 16 5C Dadi Beach 564-1826 | Dogs Allowed
- 17 2B Outdoor Recreation Warehouse | Bldg. 1986
-  18 2B Sumay Cove Marina 564-1826 | Bldg. 1985
-  18 2B Outdoor Recreation 564-1826 | Bldg. 1985
- 19 5C MDA Dive Shop 564-6321 | Bldg. 700
-  20 4A Liberty Center 564-2280 | Bldg. SB1
-  20 4A Library 564-1836 | Bldg. SB1
- 21 5B Captain's Cup & Intramural Sports 333-2249
Bldg. 1980
-  21 5B Charles King Fitness Center & Pool 333-2049
Bldg. 1980
-  21 5B Tickets and Travel 989-2301 Bldg. 1980
- 22 5A Big Screen Theater 564-1830 | Bldg. 1981
- 23 4A Driving Range 333-2049
- 24 5B Auto Skills 564-1827 | Bldg. 1982-A
- 24 5B Community Center 989-2301 | Bldg. 1982-B

CHILD & YOUTH

- 25 5A Child Development Center 564-1845 | Bldg. 198
- 26 5A Teen Center 339-6410 | Bldg. 1982-A
- 27 5B School Age Care 339-6130 | Bldg. FH-01
- 28 2B McCool Elementary/Middle School 339-8676
Bldg. 100

OTHER

- 02 2B NMCRS Thrift Store 564-1879/80 | 39 Hibiscus Drive
- 04 5A Navy College 339-8291 | Barracks #1
- 04 5A Navy Legal Service Office 333-2061 | Barracks 1A
- 04 5A Bank of Guam 564-2937 | Barracks 2
- 04 5A Post Office 339-3292 | Barracks 4
- 04 5A MWR Admin Office 339-3494 | Barracks 5
- 20 4A Unaccompanied Housing 333-2284 | Bldg. SB1
- 29 3C Laundromat 564-3178/9 | Bldg. 1988
- 30 3A Navy Gateway Inns & Suites 339-5259 | Bldg. 2000
- 31 3B Naval Base Guam Chapel 339-2126 | Bldg. 1984B
- 33 4D Fleet & Family Support Center 333-2056 | Bldg. 106
- 35 4D T. Stell Newman Visitor Center 333-4050 | Bldg. 1657-B
- 36 4D NBG Visitor Control Center 333-1280 | Bldg. 1657-A
- 36 4D ID/CAC Card Processing Office 339-8301 | Bldg. 1657-A
- 37 4D Navy Federal Credit Union 1-888-842-6328
Bldg. 1657-C
- 38 3C Naval Base Guam Quarter Deck 355-1110 | Bldg. 3190
- 39 3C Family Housing 333-2081 | Bldg. 3191
- 39 3C Personal Property (Household Goods) 333-2045
Bldg. 3191
- 40 3C Vehicle Processing Center 339-2205 | Bldg. 3179
- 41 4C Self-Help 339-5246 | Bldg. 365

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MWR Tickets & Travel Office
ANDERSEN AIR FORCE BASE
Top of the Rock (*enter through the USO*)
Bldg. 26006 Davis Ave
Monday - Friday | 9 a.m. - 5 p.m.
Closed Weekends & Federal Holidays
*OPEN BY APPOINTMENT ONLY
(e) andersen.tickets.travel@gmail.com
(p) (671) 366-1476/2586

MWR Tickets & Travel Office
NAVAL BASE GUAM
Bldg. 1980A Haputo Road
Located inside the Charles King Fitness Center.
Monday - Friday | 10 a.m. - 5 p.m.
Closed Weekends & Federal Holidays
(e) mwr Guam@mwr.com
(p) (671) 989-2301



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FAST FACTS



AAFES/BX

HOURS OF OPERATION:

Sunday through Saturday 9:00 a.m. – 8:30 p.m.

WEBSITE: www.shopmyexchange.com

FACEBOOK PAGE: [Andersen Exchange](#)

PHONE NUMBER: (671) 653-1141

COMMISSARY

HOURS OF OPERATION:

Tuesday through Sunday 8 a.m. – 10 a.m.

(20 items or less at self-checkout)

10 a.m. – 7 p.m. (regular shopping)

Closed Monday

WEBSITE:

www.commissaries.com/shopping/click-2-go

FACEBOOK PAGE: [Andersen Commissary](#)

PHONE NUMBER: (671) 366-2264



CORAL REEF FITNESS CENTER

HOURS OF OPERATIONS:

Monday through Friday 6 a.m. – 10 p.m.

Sunday through Saturday 8 a.m. – 6 p.m.

FACEBOOK: [36FSS](#)

WEBSITE: aafb.militarymwrguam.com/sports-fitness

PHONE NUMBER: (671) 366-6100



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Do Your Part to Stop Terrorism



U.S. AIR FORCE EagleEyes

WATCH.REPORT.PROTECT.

The first step is knowing what to look for.

Always keep an Eagle Eye out for these suspicious behaviors:

>> Surveillance.

Someone recording or monitoring activities, including the use of cameras (both still and video), note taking, drawing diagrams, writing on maps, or using binoculars or any other vision-enhancing device.

>> Elicitation.

Anyone or any organization attempting to gain information by mail, fax, telephone, or in person about military operations or people.

>> Tests of Security.

Any attempts to measure reaction times to security breaches or to penetrate physical security barriers or procedures.

>> Acquiring Supplies.

Purchasing or stealing explosives, weapons, ammunition, uniforms, decals, flight manuals, passes or badges (or the equipment to manufacture them), or any other controlled items.

>> Suspicious Persons Out of Place.

People who don't seem to belong in the workplace, neighborhood, business establishment, or anywhere else. This also includes suspicious border crossings, stowaways aboard ship, or people jumping ship in port.

>> Dry Run.

Putting people into position and moving them about without actually committing a terrorist act such as a kidnapping or bombing. An element of this activity could also include mapping out routes and determining the timing of traffic lights and flow.

>> Deploying Assets.

People and supplies getting into position to commit the act. This is the last opportunity to alert authorities before the terrorism occurs.



U.S. AIR FORCE

CALL 24 HOURS PER DAY (671) 366-2910 or (671) 366-2987



AAFB HELPFUL TELEPHONE NUMBERS

Guam Area Code: 671
DSN Prefix: 315



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EMERGENCY.....911
LAW ENFORCEMENT DESK.....366-2910
SF ARMORY.....366-3110
PASS & ID.....366-5650/5477
POLICE SERVICES.....366-1145
SF INVESTIGATIONS.....366-7098
CRIME STOPPERS AAFB (ANONYMOUS) 366-6666
AAFB COMMAND POST.....366-2981

Airman Against Drunk Driving (AADD)...366-RIDE(7433)
Alcoholics Anonymous (AA).....646-SAFE(7233)
American Red Cross.....1-877-272-7337
Base Operator/JRM Call Center.....366-1110/355-1110
Bomb Disposal (EOD, duty hours).....366-5198
Bomb Disposal (EOD, after hours)688-9322
Crime Stoppers (Guam) HOTLINE... 477-HELP(4357)
Domestic Violence Hotline..... Local: 477-5552
.....National: 1-800-799-233(SAFE)
Emergency Shelter475-7100
Fire Department Dispatch.....366-5284
Guam Behavioral Health & Wellness Center
(GBHWC).....647-5440
Crisis Hotline.....647-8833
SARC 24/7 Helpline.....366-SARC(7272)
Sanctuary 24-hour Hotline475-7100
Suicide Prevention Center.....1-800-273-TALK (8255)
Sexual Abuse Hotline.....477-5552
Teen Line.....1-800-786-2929 (800-RUNAWAY)
Teen Suicide Hotline.....1-800-552-8336
OSI (during duty hours).....366-2987
OSI (after hours).....362-3000
Poison Control Center1-800-222-1222
Women's Shelter.....648-5888
Youth Shelter.....649-1673
AAFES/BX653-1141/653-1136
Alteration Shop653-8595
Barber Shop653-8599
Computer Repair.....653-7669
GTA Communications653-6266/644-4482
NTT DoCoMo Pacific.....688-2273/2355
Military Clothing Sales.....653-8624
Stylique Salon.....653-8598
The Spa653-7858
The Cleaners.....653-8596
Vitamin World653-2547
Agent Letters (USA/USAF Sponsor).....366-5621
Airman & Family Readiness Center (A&FRC)...366-8136
Fax.....366-8267
Air Force Aid366-8136/Cmd Post*
Air Force Aid (After Hours)688-0532
Airman Leadership School366-6292

Air National Guard (I.D. Card Section).....366-2297
Alee Shelter Office648-5888
Emergency Hotline.....648-4673
American Red Cross-Guam Chapter472-6217/9
American Red Cross-AAFB Office.....688-0283
Andersen Passenger Terminal.....366-5135/65
Area Defense Council (ADC).....366-2281
Arts & Crafts/Skills Development Center366-4248
Auto Hobby Shop366-2745
Bank of Guam (AAFB Branch)653-8371/2
Bowling Center (Gecko Lanes)366-5117/5085
Boy Scouts (Andersen Chapter)489-6921
Boy Scouts (Guam District).....649-0639
Car Rental Andersen (National Car Rental)653-7368
Chapel 1 & 2 (AAFB).....366-6138/9
Chapel (NBG).....339-2126
Charles King Fitness Center (NBG)333-2049
Child Development Center (CDC).....366-1601
Child Development Home (CDH)366-1601
Child Protective Services (CPS)475-2653/72
Civil Engineer Service Call366-2916
Civilian Pay Office (Finance).....366-4586
Civilian Personnel Office (CPO)366-3674/77
Clinic (AAFB)366-9355(WELL)
Website:.....www.tricareonline.com
AppointmentsPress 1
Pharmacy/Lab/Radiology/Immunizations.....Press 2
TRICARE/Medical Records/Referral Management/
Patient Advocate.....Press 3
All Others.....Press 4
Dental366-6750
EFMP366-2853
TRICARE.....366-1091
Mental Health Clinic (AAFB)366-5125
Public Health (AAFB).....366-4147
Commissary (AAFB - I.D. Desk)366-2264
Commissary Deli (AAFB)366-4782
Commissary (NBG)339-7156
Community Correction Officers735-5170
Coral Reef Fitness Center366-6100
Credit Union (Navy Federal)888-842-6328
Credit Union (Pentagon)653-6555/7986
Defense Logistics Agency (DLA) Documents ...339-7195
DLA- DRMO339-7147
Dept. of Labor (American Job Center FMKA
-One-Stop Career Ctr.).....475-7000/1
Department of Revenue & Taxation
Website.....www.guamtax.com
Driver's License Bureau635-7651/1761/62
Motor Vehicle Registration635-7652/1886
Education Office (AAFB).....366-3170
Equal Opportunity (EO) Office.....366-5111



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Family Advocacy Program (FAP)	366-5167	Gas Station (NCTS)	355-2320
Finance (Mil Pay/Travel/Customer Svc)	366-1770	Navy Fleet & Family Support Center (FFSC). 333-2056~9	
Food/Dining (AAFB)		Navy FFSC Counseling Services.....	333-9827/8
Bamboo Willie's	366-2730/4655	Navy/Marine Corps Relief Society	564-1879
Burger King.....	653-0782	New Car Sales.....	653-3154/5/7741
Gecko Grill.....	653-9713	New Parent Support Program	366-3199
High Tides.....	366-6166/4655	Outdoor Rec (AAFB).....	366-5197/5204
Meridian Café.....	366-4654	Outdoor Rec (NBG).....	564-1826
Magellan Dining Facility	366-6368/5158	Pacific Daily News Customer Services	472-1736
Food Court (BX)		Pass & I.D. Office (Main Gate)	366-5650
Charlie's	653-0545	Passport Office (Dept. of Rev & Tax)	635-1776
Froots	653-1194/95	Personal Property Processing Office	366-7193/4227
Pizza Hut.....	653-4812~4	Pet Boarding Facility	366-5020
Popeyes	653-0545	Pool (AAFB).....	366-3202
Subway.....	653-6775/2925	Post Office (USPS)	366-8777
Taco Bell.....	653-4817	Postal Service Center (Military Mail).....	366-5682
Food Stamps Office (Dededo)	735-7305	POV Pickup (NBG)	339-2205
Furniture Management Office (FMO)	Contact Housing	Protocol Office.....	366-1320/1453
Furniture Mart (Navy Exchange).....	564-3205/6	Public Affairs (PA)	366-2228
Gas Station (AAFB).....	653-4677	Retiree Affairs Office (RAO)	366-2574
Gas Station (NBG)	565-0764	Safety Office	366-SAFE(7233)
Girl Scout Center	646-5652	SARC/SAPR Office.....	366-7714
Golf Course (Palm Tree).....	366-4653	SATO Travel/Ticket office (Official).....	1-888-815-0250
Hertz Car Rental	646-5875	Schools	
HSC-25 Quarterdeck.....	366-6410	Andersen Elementary	366-1511/2
Home Depot.....	648-0440	Andersen Middle School.....	366-3880/5973
Hospital (GMH).....	647-2330/2555~9	Guam High School.....	344-7410
Emergency Number.....	647-2222	Guam District Superintendent's Office...344-9160/9578	
Emergency Room.....	648-7909~12	School Liaison (JRM)	349-6251
Hospital (Navy)		Self Help Store.....	366-3165
Emergency Room.....	344-9232/9314	Shoppette (Andersen Plaza Arcade)	653-8143
Central Appointments	344-9202	Shoppette (Andersen Gas Station).....	653-4677
Hospital Information (Quarterdeck).....	344-9340	Skills Shop	366-4248
Mental Health (Navy).....	344-9401	Sun Rise Conference Center (SRCC)	366-4655
Pediatric Appt. Line	344-9202 (After Hours Line)	Teen Center.....	366-7706/1640
.....	344-9418 (Regular Hours Line)	Telephone/Computer Trouble (CS)	366-2666
Housing Maintenance (AAFB).....	366-6240/7217	Theater (Movie Schedule).....	366-1523
Housing Office (AAFB)	366-2127 For Reservations: 366-6100	
Housing Office (NBG).....	333-2081/2	TMO (*See Personal Property Processing Office)	
Immigration Services (U.S. Citizenship)..	1-800-375-5283	TMO Passenger Travel Section	366-5185/2375
Inspector General (IG) Hot Line.....	366-5367	Top O' the Mar	472-4606/7
ITT (Information/Tickets/Tours)	366-2586/1476	United Tire Express (AAFB).....	653-9386/2886
Legal Office	366-2937	USO (Guam)	647-4USO (4876)
Library.....	366-4291	USO (Andersen).....	654-4876
Leisure Center		USO (NBG)	563-4876
Andersen Family Dive Center	366-6975/653-1021	UOG Campus Suicide Prevention Program....	735-2888/9
Outdoor Recreation.....	366-5197/5204	VARO (Victims Advocate Reaching Out)	477-5552
Lodging.....	362-5501/2	Veterans' Benefits Information (VA)	648-0090/3/4
Military & Family Life Counselors (MFLC)		VA AAFB Office.....(W) 366-2056/(C) 727-5854	
Andersen AFB (AAFB).....	689-0526	Veterinary Clinic (AAFB)	366-3205
Child & Youth (CYB).....	929-5604	Veterinary Clinic (NBG).....	333-3225
Northwest Field (NWF).....	972-7537	Visitor Control Center (North Gate).....	366-5477
Military Personnel Flight - MPF (I.D. CARDS) .	366-2276	WIC	
Morale Call Line	366-1110/355-1110	Dededo	635-7471/2
NAF HRO	349-1155	Main Office - Tiyan	475-0295/6
National Guard Express/Shoppette.....	734-1409	Inarajan.....	828-7550
Navy Exchange (NEX) Main Store	564-3178/9, 3221	Santa Rita	565-3537
Navy Exchange (NCTS)	355-3040/3045	Youth Center/School Age Program	366-3490



This Newcomer's Guide was brought to you by the
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