



Joint Information Center - JIC Recovery Release No. 11
May 28, 2023, 8:40 a.m. (ChST) JRR0527#11

Visitor industry works toward storm recovery

The Guam Visitors Bureau (GVB) and the Guam Hotel and Restaurant Association (GHRA) are working in tandem for visitor industry response efforts as the island works to recover from Typhoon Mawar.

5-6K visitors impacted

GVB and GHRA are developing a visitor support program to assist stranded visitors impacted by the typhoon to include meal vouchers, airport transportation and future optional tours. Based on data from GVB's research department, an estimated 5,000 to 6,000 visitors are stranded on the island, not including military. Of that amount, over 3,200 are Korean visitors.

As a result of this, GVB and the Korean Consulate's Office have formed a partnership to support transportation of visitors who need immediate medical services. The consulate's office has identified volunteers in the local Korean community that can assist visitors with translation and support for medical inquiries.

Additionally, the GVB Visitor Concierge Program has been assisting visitors impacted by the storm. The main hotline for visitors that speak Korean, Japanese or Mandarin Chinese is (671) 588-3030.

The Guam Medical Association has also provided a listing of clinics that help with urgent healthcare needs of tourists at the request of GVB management.

The following clinics include:

American Medical Clinic – (671) 647-8262
Seventh Day Adventist Clinic (671) 646-8881
Guam Medical Care (671) 647-4174
Guam Radiology Center (671) 649-1001
Dr. Shieh's Clinic & Associates (671) 648-2229
One Love Pediatrics – (671) 588-1588
MPG Pediatrics - (671) 648-5437
Lombard Medical - (671) 989-4747
The Neurology Clinic - (671) 646-6463
FHP Medical Clinic (671) 646-5825

Federal assistance and fuel needs

GHRA is working to support FEMA teams that are arriving on island to provide federal assistance with lodging and transportation services. Additional critical federal response workers are anticipated to be on island in the coming days. GHRA is also working with the Guam Waterworks Authority (GWA) and Guam Power Authority (GPA) on restoration efforts for water and power to hotels that are currently off the grid and relying on limited resources. With a supply chain issue with fuel being resolved, the tourism industry has been informed

distribution trucks have started to deliver much needed fuel to vendors around the island who are in great need of gasoline, diesel and LP gas.

GVB and GHRA have included a Frequently Asked Questions (FAQ) sheet that provides guidance to common inquiries dealing with stranded visitors.

Visit the following links for the latest advisory information:

- GHS/OCD Website: <https://ghs.guam.gov/>
- GHS/OCD Facebook: <https://www.facebook.com/GHSOCD/>
- JRM Facebook: <https://www.facebook.com/jrmguam>

For more information, contact the Joint Information Center at (671) 478-0208/09/10.

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