



GOVERNMENT OF GUAM

DEPARTMENT OF PUBLIC HEALTH AND SOCIAL SERVICES
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**DPHSS PUBLIC HEALTH ADVISORY
TYPHOON RECOVERY NO. 2026-03**

(Updated as of April 17, 2026 – 10:00 p.m.)

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DPHSS Department-Wide Update: Typhoon Sinlaku Recovery

Hagåtña, Guam – The Department of Public Health and Social Services (DPHSS) is issuing this department-wide update as part of ongoing recovery efforts following Typhoon Sinlaku. This advisory provides important information on available services, temporary closures, delayed services, and postponed activities across DPHSS programs.

DPHSS Guam Community Health Center Services (Open to the Public)

Residents are strongly encouraged to visit the DPHSS Guam Community Health Centers for medical care before going to the hospital, unless it is an emergency. Community Health Centers are open and available to care for patients with non-life-threatening conditions to help reduce congestion at the hospital during recovery efforts.

Our Community Health Centers provide doctor visits, children’s care, women’s health services, vaccinations, mental health support, laboratory services, and pharmacy services. All insurance plans are accepted, including Medicaid, and **patients without insurance will not be turned away.**

Locations and Extended Hours for Recovery Efforts (Effective April 20, 2026):

Normal operating hours for the Northern Region Community Health Center (NRCHC) is Monday through Saturday 8:00 a.m. – 5:00 p.m. and the Southern Region Community Health Center (SRCHC) operating Monday through Friday 8:00 a.m. – 5:00 p.m. Extended hours for recovery efforts are listed below:

- **NRCHC** in Dededo, located at 520 Santa Monica Avenue, may be reached at (671) 635-7412 and is open Monday through Friday from 8:00 a.m. to 5:00 p.m. with extended hours from 5:00 p.m. to 9:00 p.m. & Saturdays from 8:00 a.m. – 5:00 p.m.
- **SRCHC** in Inaláhan, located at 162 Apman Drive, may be reached at (671) 828-7511 and is open Monday through Friday from 8:00 a.m. – 5:00 p.m. with extended hours Saturday, 8:00 a.m. to 5:00 p.m.

Hours may vary, the public is encouraged to check for updates.

UPDATE – NRCHC Closure for Saturday, April 18, 2026

The Northern Region Community Health Center in Dededo will be closed on Saturday, April 18, due to the lack of generator power and water at the facility. This temporary closure is necessary to support the safety of patients and staff.

DPHSS teams have been actively working to address this unexpected issue and restore full operations.

Clinic operations are expected to resume during regular and extended operating hours once power and water services are restored. All patients with scheduled appointments on Saturday, April 18, 2026 will be contacted to reschedule.

DPHSS appreciates the community's patience as recovery efforts continue. The Department remains focused on restoring services and maintaining safe, reliable care for the community.

NRCHC & Central Pharmacy: The NRCHC and Central Pharmacy are closed today, April 17, 2026, due to a temporary water service interruption to support the safety of patients and staff. Pharmacy services are expected to resume next week once water service is fully restored and stable. All Tuberculosis patients have been provided with a one-week supply of medications to support continuity of treatment during this period. For urgent concerns, patients may contact the health center directly.

For emergencies such as severe difficulty breathing, chest pain, serious injuries, or life-threatening conditions, call 911 or go to the nearest emergency room.

OFFICES TEMPORARILY CLOSED OR RELOCATED

Terlaje Building, Hagåtña: DPHSS offices at the Terlaje Building, 194 Hernan Cortez Avenue in Hagåtña have temporarily relocated due to a power outage and lack of generator access affecting the following offices: Bureau of Social Services Administration (BOSSA), Bureau of Child Care Services (BCCS), Bureau of Non-Communicable Diseases (BNCD), Guam Breast and Cervical Cancer Early Detection Program (GBCCED), Guam Hypertension Prevention and Control Project (GHPCP), Guam Non-Communicable Disease Prevention and Control Programs (Diabetes and Tobacco), Health Professional Licensing Office (HPLO).

Alternate Contact Information:

BOSSA

Phone: 671-475-2672

Email: bossa@dphss.guam.gov

BCCS

Phone: 671-969-7259

Email: childcare@dphss.guam.gov

BNCD

Phone: 671-777-1184

GBCCED Email: gbccedp@dphss.guam.gov

GHPCP Email: GuamHPCP.DPHSS@gmail.com

Guam Non-Communicable Disease Prevention and Control Programs (Diabetes and Tobacco)

Email: DiabetesControl@dphss.guam.gov & TPCP@dphss.guam.gov

HPLO

Phone: 671-689-3122

Email: hplo@dphss.guam.gov

At this time, in-person services at this location are unavailable. Response times may be delayed as calls are being routed through limited lines.

Hesler Place, Hagåtña: DPHSS offices at 155 Hesler Place in Hagåtña have temporarily relocated due to a power outage, affecting the Division of Environmental Health (DEH) Processing Center Section (PCS), the DEH State Office and the DPHSS Director's Office. In-person services at this location are unavailable at this time.

The Director's Office and DEH State Office are temporarily located at Castle Mall in Mangilao. Alternate contact number for the Director's Office is (671) 969-9393 and the DEH State Office can be reached via email at dphss-deh@dphss.guam.gov.

DELAYED OR LIMITED SERVICES

Office of Vital Statistics (OVS): The office is currently able to process birth, marriage and death certificates. At this time, birth certificates for **newborns cannot be processed until systems are fully restored**. Updates will be provided as services return to normal. For more information, contact OVS via email at ovs@dphss.guam.gov.

Food Safety Health Certificates & Training Courses: Food Safety Health Certificate Training Courses scheduled from April 13 through April 16, 2026 will be **rescheduled** with no additional fees. Health Certificates with expiration dates from April 13 through April 17, 2026 will remain valid until April 20, 2026. Employees holding an Interim-New Health Certificate must be supervised by a manager or supervisor with a valid Manager's Certification while working.

Sanitary Permits and Health Certificate Applications: New sanitary permit applications continue to be accepted at the Business License and Permit Center located at the Department of Public Works compound in Upper Tumon. New applications for Health Certificates are temporarily on hold until an alternate Division of Environmental Health site is established. For more information, the public may email dphss-deh@dphss.guam.gov

SERVICE CLOSURES

Senior Centers and Adult Day Care Services: Senior Centers and Adult Day Care Centers **remain closed until power and water services are fully restored**. For more information, the public may contact the Division of Senior Citizens at (671) 735-7415/21 or email Biba.SeniorCitizens@dphss.guam.gov. The public may reach the centers directly at the following contacts: Adult Day Care (North) at (671) 632-0222; Adult Day Care (Central) at (671) 632-0220; Adult Day Care (South) at (671) 828-0600 and Senior Centers at (671) 475-6266.

Guam Homelessness Assistance Outreach Office located at the formerly known Hagåtña Soup Kitchen is temporarily closed. Please note that the soup kitchen daily evening feeding continues. For more information contact the Division of Homelessness Assistance and Poverty Prevention via email at dhapp@dphss.guam.gov.

EVENTS POSTPONED

Colposcopy Training, CPS Mandated Reporting Training, and Health Certificate Training have been postponed due to ongoing recovery efforts. New dates will be announced.

FOOD & WATER SAFETY TIPS

After a natural disaster, food and water may not be safe to use. The Division of Environmental Health of the Department of Public Health and Social Services recommends the following steps to keep your food and water safe:

Food Safety

- Throw out perishable food (i.e. meat, fish, eggs, milk, cut melons, cut tomatoes, cut leafy greens, sprouts, leftovers) in your refrigerator when the power has been off for four hours or more.
- Thawed frozen food that still contains ice crystals can be refrozen or cooked immediately.
- Throw out these foods and containers that may have had contact with flood or storm water:
 - Food with unusual odor, color, or texture
 - Cans or food containers that are bulging, open, or dented
 - Food not in waterproof containers or cans
 - Food canned at home
 - Food in cardboard containers (including juice, milk, and baby formula)
 - Food in container with screw caps, snap lids, crimped caps, twist caps, flip tops, and snap-tops.
- Throw out the following items that may have had contact with flood or storm water:
 - Wooden cutting boards
 - Baby bottle nipples and pacifiers
- Clean and sanitize things that touch food in a four-step process:
 1. Wash with soap and clean water.
 2. Rinse with clean water.
 3. Sanitize by immersing for 1 minute in a solution of 1 cup (8 ounces or 240 milliliters) of chlorine bleach in 5 gallons of clean water.
 4. Allow to air dry.
- Remember, when in doubt, throw it out.

Water Safety

- Listen for announcements from local officials to find out if there are germs and/or chemicals in the water.
- Boil water if instructed. Boil it for **at least 1 minute** (start counting when the water comes to a constant boil). Let the water cool sufficiently before drinking.
- Use bottled water if instructed. Sometimes after a disaster, there may be chemicals in the water that boiling cannot remove.
- For infants:
 - Breast-feed or use ready-made formula.
 - If you must use water to make formula, use only commercially-bottled water until officials say your tap water is safe to drink
- Things you **should never** do:
 - **Never** drink the water unless you know it is safe.
 - **Never** wash or clean dishes, utensils, toys, or other objects in the water unless you know it is safe.
 - **Never** bathe in the water unless you know it is safe.
 - **Never** cook with the water unless you know it is safe.
 - **Never** brush your teeth with the water unless you know it is safe.
 - **Never** use the water to make ice unless you know it is safe.

For further information about this requirement, please the Food Safety Program of the Division of Environmental Health at 300-9579, or via email at dphss-deh@dphss.guam.gov.

IMPORTANT REMINDER

DPHSS thanks the community for its patience and understanding as recovery efforts continue following Typhoon Sinlaku. The Department will continue to provide updates as services are restored. For more information, visit dphss.guam.gov or follow DPHSS on social media.

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