



NSA NAPLES
12 AUG 2025
TOWN HALL Q & A
ADDENDUM

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USO

Can there be a spouse engagement similar to coffee with the skipper, held on Capodichino? This pertains just to spouses that also happen to work, not all civilian employees.

- Thank you for your interest in having the base host a "Coffee with the Skipper" spouse engagement event at Capodichino.
- Currently, the USO, which expertly manages the logistics and execution of these events, is planning to start alternate the location for this event between Support Site and Capodichino.
- To gauge interest from spouses working at Capodichino, the USO will pilot the first "Coffee with the Skipper" event there in January. Standby for date and exact location.
- Your feedback is valuable, and we appreciate you bringing this to our attention.

Air Operations

What is being done about active duty servicemembers who reserve a place on the rotator for their pets but are experiencing last-minute cancellations?

- It's understandable that last-minute pet space cancellations on rotator flights cause significant stress and disruption for military families, especially given the complexities of military moves.
- Because individual circumstances vary, for real-time problem resolution and assistance with pet travel disruptions, you should contact the relevant Passenger Terminal.
- The contact info for NSA Naples passenger terminal is +39-81-568-5283; DSN: 314-626-5283 or usn.naples.navsupactnaplesit.mbx.space-a-service@us.navy.mil

Emergency Management

My husband and I are both registered for ATHOC messages. They are going into our junk mail consistently. Each email comes from a different email address so unable to accept the email addresses as "not junk." Is there a solution? We have re-registered with no success.

- Thank you for reporting the issue with ATHOC messages consistently going to your junk folder. We understand this is frustrating and that it's critical to receive these alerts reliably. While individual whitelisting isn't possible, please try checking your email provider's filtering settings for bulk mail or promotions, creating an email filter for keywords like "ATHOC" to ensure inbox delivery.
- We will contact the ATHOC vendor regarding any potential work-around they may have in-place that would mitigate email notices going to individual email account "junk" folders.
- **Importantly**, we strongly encourage you to register your cell phones for ATHOC text message alerts, as this is often a more reliable delivery method. If problems persist after these steps, please contact nsanaplesemergencymanagement@us.navy.mil for further assistance, as we want to ensure you receive these vital notifications.

Hospital

With civilians there is an executive order that prevents the naval hospital from billing us as of 2.5 years ago. I am concerned about getting thousands of dollars in medical bills when the executive order ends. Typically, there is 2-3 years of a statute of limitations for hospitals stateside. How does this work with a Navy military hospital?

- Thank you for the opportunity to address this topic. This is a question that only affects civilian non-Tricare eligible patients.
- The Department of Defense (DoD) paused billing non-Tricare eligible civilians while developing guidance to meet the changes enacted in Section 716 of the Fiscal Year 2023 National Defense Authorization Act (FY23 NDAA section 716). This section addresses financial relief options for civilian patients seen at Military Treatment Facilities (MTFs).
- Currently, uninsured civilian billing is on hold. For insured patients, we are able to bill insurance and defer the patient portion.
- We ask that patients proactively manage their information in the Defense Enrollment Eligibility Reporting System (DEERS) and keep their insurance information up to date and on file with each MTF they visit.
- When the DoD lifts this deferment, we will communicate this in accordance with the guidance provided at that time. No timeline has been established for this.

Housing/Community Liaison/Security

In regard to the bike clean-up initiative on Support Site, does that initiative also include those being stored in basements?

- The abandoned bike round top targets bicycles in an obvious state of abandonment and disrepair in public areas. If you observe abandoned bicycles that require removal, please reach out to NSA Naples Security for proper disposition per NAVSUPPACTNAPLESINST 5500.5E, HANDLING AND PROCESSING LOST AND FOUND PROPERTY.
- Residents should report abandoned bikes to their Zone Manager. Zone Managers will coordinate pickup with NSA Naples Security Lost and Found custodians for proper disposition per NAVSUPPACTNAPLESINST 5500.5E.

MWR/CYP

What can be done about programming for young adults? It's been brought up before without a solution. There are programs for every age group and species (puppy play dates) except for college-aged/ young adult dependents. They don't want to hang out with all the families on the MWR trips and aren't eligible (even when I offered to pay a surcharge) to participate in Liberty programs. The gap year, recent high school grad, college aged kids here could sure use some support. I'd love to see more things for the youth of all ages, especially a middle school sports program to be comparable to those stateside. Could MWR support CYP in this effort?

- Thank you for highlighting the need for young adult programming. We understand there's a gap for college-aged dependents and those in similar situations, and we recognize the potential benefit of a middle school sports program.
- The MWR is committed to continuously assess community needs and exploring options to expand programming for all age groups, including collaborations with CYP.
- We're actively looking into the feasibility of new programs, considering community interest and available resources.

N6

When I click on MWR for the ICE Comment system, it brings up the School Liaison page, not MWR.

- We understand it's frustrating when links don't work as expected. We've corrected the MWR associations within the ICE system, so you should now be directed to the correct MWR page. Please let us know if you continue to have any problems by contacting

Office of Civilian Human Resources (OCHR)

Is there a contact for OCHR to answer employment questions? I have a question about hiring boards for Capodichino for Federal employment jobs, how does that process work? I know there have been gapped positions with no listings and have been open for years, they have been consistently eligible but not to non-veterans/ non-military spouses.

- We understand that navigating the hiring process can sometimes be a little challenging, and we want to make sure you have the support you need. If you're an employee or applicant with questions about your application or available positions, please don't hesitate to reach out to our OCHR. You can give them a call at +39-081-568-5409 and you'll be connected with one of our dedicated recruitment and placement specialists who can assist you.
- Alternatively, if you're in the Naples area, you're welcome to visit the Human resource Office in person; you'll find us on the first floor of Admin I at Capodichino. We're here to help!
- Also, there is an NSA Naples Digital Job Resources: [Link Here](#)
- If needed, reach out to the Fleet and Family to learn more about employment opportunities in the area at NSANaplesFFSC@us.navy.mil

CYP

Could we explore the possibility of installing more advanced playground equipment for older children and teens? For example, a larger climbing wall for older age groups, not just the youngest ones.

- Thank you for highlighting the need for older children playground amenities.
- We are always looking into the feasibility of new programs and expansions, considering community interest and available resources.

Safety

What's the helmet policy on base?

- Helmet policy falls under the TRAFFIC SAFETY PROGRAM - [NAVSUPPACT NAPLES INSTRUCTION 5100.11E](#)
- The helmet requirement depends on the type of vehicle you're operating. When riding Privately-Owned Motor Vehicles with two wheels (motorcycles and scooters), you must wear a Department of Transportation (DOT) or Economic Commission for Europe (ECE) certified helmet with at least 3/4 (or 5/8) coverage. Please note that DOT-approved half helmets are not authorized for use in Italy.
- Bicycle PPE. All military members will wear an approved, properly fitted helmet with a fastened chinstrap when riding a bicycle. Others will wear an approved helmet while on a Navy installation. Helmets must meet the requirement of the Consumer Product Safety Commission (CPSC) 16 CFR 1403.
- The OPNAVINST 5100.12 Navy Traffic Safety Program requires bicycle operators riding on a Navy installation to wear a helmet.
- Personal Transportation Devices (PTD) PPE. Head protection is required while operating a PTD. At a minimum, a properly fitted bicycle helmet with a fastened chinstrap will be worn (preferably as recommended by the manufacturer) at all times while operating a PTD. Helmets must meet ASTM F1447, Snell b-95, or other host nation standard for bicycle helmets.
- PTD operators are highly encouraged to wear additional clothing, padding, or eye wear to prevent injury.
- Security is responsible for enforcing these policies.