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COMMAND BRUNSSUM



NEWCOMERSGUIDE

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Foreword by General Jörg Vollmer

Welcome to Headquarters Allied Joint Force Command Brunssum!

This Newcomers Guide has been produced in close cooperation with our good neighbours and colleagues at NATO Air Base Geilenkirchen. The aim is to help you settle in quickly. Please enjoy the many attractions and amenities in our host town of Brunssum and the local tri-border area. I have no doubt you will like working in a multinational environment and I am also sure that you will appreciate the opportunity to make new friends and to learn new things.

You are now part of the NATO-family. Our task is teamwork. The challenges we are facing here at JFC Brunssum can only be met by mutual respect, confidence and professionalism on all levels. Of course, I know it's not always easy to find solutions in a complex and rapidly changing environment. But you will soon recognize our biggest strength: Our diversity. We can all benefit hugely from people with different views, different expertise and different culture. As NATO's noble task is to preserve peace, this has kept the Alliance strong over more than 70 years. It has been the most successful military alliance in history. Our job and responsibility is to carry on this legacy. I encourage you personally to think and act accordingly in your daily work.

JFC Brunssum is one of NATO's three operational-level headquarters. This requires us to follow a mission-orientated approach. For the duration of 2020, JFC Brunssum is in command of the NATO Response Force (NRF). Our mission is to provide a capable and sustainable high readiness force. Its purpose is deterrence and defence at NATO's north-eastern flank. JFC Brunssum is also directing the enhanced Forward Presence Battlegroups in Poland and the Baltic Sea Region. These Battlegroups are an example for our territorial responsibilities.

At the same time, JFC Brunssum is the out-of-theatre operational headquarters for NATO's ongoing mission in Afghanistan, RESOLUTE SUPPORT. At the Hindukush, NATO stands ready to help the Afghans pave their way towards a political settlement of the conflict. Our Alliance and its partners remain firmly committed to support Afghanistan's long-term security and stability.



I am proud to serve alongside with you joining this NATO Headquarters and glad to welcome you in the Dutch province of Limburg. This part of the Netherlands together with neighbouring areas of Belgium and Germany belongs to a tri-border-region overwhelmingly rich of culture, nature, tradition and hospitality. I wish you, your families and loved ones a great time and a successful new beginning.

Please make good use of this Newcomers Guide to help you getting started.

Jörg Vollmer
General
Commander Allied Joint Force Command Brunssum



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The mayor's foreword

Newcomers' Guide

Welcome to Brunssum.

Brunssum is a town where we foster international alliances. Where we welcome people who come from afar, from different backgrounds, different cultures.

In fact, Brunssum is a community built by newcomers.

A hundred years ago only about a thousand people lived here. Then came the coal mines and with them came economic growth. As a result we welcomed an influx of people from all over the world, drawn by the prospect of employment and prosperity. People came from other parts of the Netherlands. From Germany. From Poland. From Italy. Within two generations this town boomed to a population of 25,000.

There was, in those days long gone, much that separated us from these newcomers who came to work in our mining industry. Language. Culture. Creed. But there was also much that we shared. An appetite for hard work. A desire to create a new, prosperous future. We had a common goal. Everything else was subordinated to that ambition. That became the strength of our community. And that remains our strength to this day.

After the miners came NATO. Again, we faced an influx of newcomers. Again, two different worlds met, here in our Limburg hills. And again, almost immediately, those newcomers became part of the Brunssum community.

NATO, perhaps not coincidentally, shares the same facility as the miners of past generations. JFC Brunssum is situated on what once was a prosperous coal mine, the Hendrik Mine. It was one of the biggest in the Netherlands, and one of the most modern in the world. Thousands and thousands were employed at this mine. The place thrived with activity, was alive with power.

The miners who worked here were not just employees. They believed they were part of something bigger. They provided their country with coals. Coals that heated homes and powered industries. Coals that brought prosperity and progress to an entire country. The miners who worked here, believed that they made the difference. They believed that they could, and did, change the world they lived in. They believed that they could, and did, create a better world than the one they had been born into.

I think that is a feeling shared by the men and women



serving at JFC Brunssum. A feeling that your work is not ordinary. That your work matters. That you can make a difference. And that what you do, leads to a different world, a better world.

And this is precisely the reason why we are proud to have you here with us in Brunssum.

Despite the different nationalities, despite the cultural barriers, despite the fact that NATO acts globally, despite all this our communities have succeeded in coming together in the past half century that NATO has been with us.

To us, NATO is much more than a Convention Alliance. We rub shoulders with NATO every day of the week. It is a lot closer to us than NATO is to almost any other people in the free West. To us, NATO is not Brussels. Not Washington D.C. No, NATO is actually here, with us, here in Brunssum. To us, NATO is the men and women who live in houses next to ours. Men and women, who share our streets, shops, bars. Men and women, who share their everyday lives with us, within our community.

I therefore trust that you will find our community inviting, open-hearted and hospitable and I hope that your stay here will prove to be not only professionally fulfilling but also socially rewarding. May Brunssum and its people find a place in your heart.

We are glad to have you with us.

W.J.F. van der Rijt
Mayor of Brunssum

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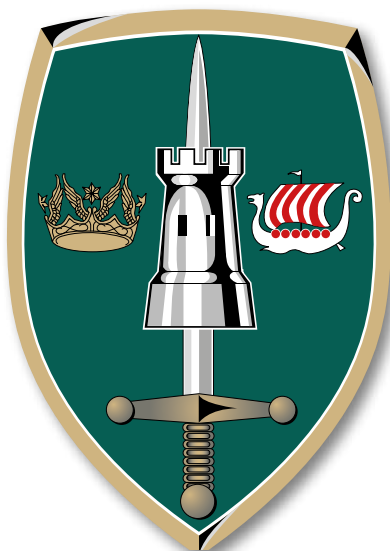
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The JFC Crest



Origin

The insignia for Headquarters Allied Joint Force Command (HQ JFC) Brunssum was selected in 1999 by the Commanders-in-Chief Allied Forces Central Europe and Allied Forces Northwest Europe, General Joachim Spiering and Air Chief Marshal Sir John Cheshire, as the winning design in a crest competition held in 1998 for Regional Command North, RCN, and Regional Headquarters Allied Forces North Europe, RHQ AFNORTH.

The insignia was kept when HQ JFC Brunssum succeeded the Regional Headquarters AFNORTH on 1 July 2004. All military and civilian personnel assigned to this Headquarters, its Support Units and its National Delegations are authorised to wear this insignia.

Symbolic Meaning

The green shield denotes that HQ JFC Brunssum is a multiservice Headquarters.

The tower, the central motif in the former AFCENT/AFNORTH crest, was derived from the historical tower of Aachen (Aix-la-Chapelle), once the capital of Charlemagne's Empire. It represents the spirit of non-aggression of the Alliance and denotes its purely defensive origin.

Charlemagne's sword, which was also taken from the former AFCENT/AFNORTH crest and from the SHAPE crest, was chosen to depict the unity of Joint Force Commands Land Forces and their readiness to act if required.

The astral crown was taken from the former AFNORTHWEST crest, and is an ancient European symbol for supremacy. It represents the Joint Force Commands Air Forces, their high degree of professionalism and their dedication to serve.

The Viking ship, which was also derived from the AFNORTHWEST crest, represents JFC Naval Forces that are symbolized by the skilful Nordic Seafarers and their effective military tactics.

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Evolution of Headquarters Allied Joint Force Command Brunssum

After the Second World War, on 17 March 1948, in the face of the threat of Soviet expansion, Belgium, France, Luxembourg, the Netherlands and the United Kingdom signed the Brussels Treaty under which they pledged to strengthen their economic and cultural ties and to build a common defence system. Should one member state be attacked the others would render 'all the military aid and assistance in their power'.

The Western Union Defence Organisation was established in September 1948, based at Fontainebleau, France. Field Marshal Montgomery was Chairman of the Commanders-in-Chief Committee and Commanders-in-Chief were appointed for the land forces (French), air forces (British) and naval forces (French).

The concept of an 'Atlantic Alliance', superseding the Western Union, began to emerge and on 04 April 1949, the North Atlantic Treaty was signed in Washington by the five signatories of the Brussels Treaty plus Canada, the United States, Denmark, Iceland, Norway and Portugal. Subsequently, four other countries joined the Alliance: Greece and Turkey on 18 February 1952, the Federal Republic of Germany on 09 May 1955; and Spain became the 16th member on 30 May 1982.

Following the signing of the North Atlantic Treaty, the Brussels Treaty Powers agreed to merge the military structure of the Western Union with that being developed within NATO. The North Atlantic Council, meeting in New York on 18 September 1950, agreed to establish integrated forces under centralised command as soon as possible. On 18 December 1950, General Dwight D. Eisenhower was nominated as Supreme Allied Commander Europe (SACEUR).

On 02 April 1953, Supreme Headquarters Allied Powers

Europe (SHAPE) was activated together with operational headquarters for the Northern, Central and Southern Regions.

In the Central Region two new headquarters, of equal standing, were established at the beautiful Chateau de Fontainebleau, France: Headquarters Allied Army Force Central Europe (AAFCE) and Headquarters Allied Air Forces Central Europe (AAFCE). The command abbreviation for the land and air headquarters, AAFCE, caused great confusion. Therefore the land headquarters was re-labelled Allied Land Forces Central Europe (ALFCE).

Existing staff from the Western Union Defence Organisation merged with new national representatives and personnel from the United States to form the NATO staffs for the new headquarters.

ALFCE consisted of four Bureaux each headed by a Chief of Staff with a small secretariat. To provide high level national representation, two Deputy Chiefs of Staff were appointed, one for Operations and Intelligence, the other for Logistics and Administration. Each Deputy Chief of Staff had Assistant Deputy Chiefs of Staff who also acted as Senior National Representatives. By the end of 1951 the strength of the Headquarters and its Support Unit had grown to 141 officers and 685 other ranks.

It was clear from the outset that separate headquarters of equal standing responsible for the Central Region would bring problems. Accordingly, Allied Forces Central Europe (AFCENT) was established on 20 August 1953, at Fontainebleau. Thus the Central Region mirrored the command structures of the Northern and Southern Regions, having a single Commander-in-Chief (CINCENT) who exercised command over all sea, land and air forces in his region.

The post of CINCENT was a French appointment and the first incumbent was Marechal de France Alphonse Juin. In 1957 the first German military personnel arrived at Fontainebleau to join the AFCENT staff.

The tenth anniversary of NATO fell in 1959. On 06 April SACEUR and CINCENT reviewed troops from the Central Region nations at Mainz. The parade was followed by a



‘swim-past’ on the River Rhine of craft and amphibious equipment from the Belgian, French and German forces and a flypast by 119 allied aircraft.

On 10 March 1966 President de Gaulle announced his government’s intention of withdrawing from NATO’s centralised military structure although France would remain a member of the Atlantic Alliance. On 29 March the French government declared that French force assignments would end on 01 July 1966 and Allied facilities were to be out of France by 01 April 1967. Planning began immediately upon a fully-integrated AFCENT Headquarters, excluding French participation, but located outside France.

All French officers were formally withdrawn from the Headquarters on 30 June 1966 although some French support personnel remained until the end of the year. General Creping relinquished his appointment as CINCENT and on the same day, 30th of June, General Graf von Kielmansegg took over, retaining his command of LANDCENT. Meanwhile, the search for a new location for HQ AFCENT proceeded. In the Netherlands, vast reserves of natural gas had been discovered in the north,

at Groningen. Meanwhile in the South of Limburg the coal mines were closing and disappearing due to the rising costs and discoveries of gas in Groningen, which was far more beneficial than the coal mines which were beginning to run low on coal. The government embarked on an ambitious redevelopment programme for South Limburg to alleviate the economic and social effects of the mine closures and, as part of this programme, HQ AFCENT was offered the site of the old Henrik Mine as its new location.

Accordingly, on 10 October 1966, it was announced that AFCENT would move to Brunssum, in the Netherlands.

On 02 November HQ LANDCENT and HQ AIRCENT were disbanded. The remaining staffs amalgamated to form the new integrated HQ AFCENT with a substantial saving in manpower. The basic organisation of the Headquarters was very similar to that of today; CINCENT being a German General and DCINCENT a British Air Chief Marshal, the post of Chief of Staff alternating between Belgium and the Netherlands. Parallel with the reorganisation, planning went ahead for the move to Brunssum.



Aerial Photograph of Hendrik Mine



Western European Union Meeting, 1967

On 01 November 1966 Colonel P H Henry, USAF, was appointed Base Commander and became responsible for all arrangements in the Netherlands. HQ AFCENT was to be operational in Brunssum by 15 March 1967.

At Hendrik Mine, buildings 5, 6 and 7 were extensively adapted to provide office accommodation. Messing facilities were provided at Hendrik Mine and Tapijn Kaserne, in Maastricht. National Support Units would use offices at Emma Mine (at Hoensbroek) until building 23 became available. Construction of new barrack blocks at Hendrik began on 01 November 1966.

The move of the Headquarters to South Limburg was completed on time during the period January to March 1967 and on 01 June the official inauguration ceremony took place at Brunssum in the presence of the Dutch Minister of Defence, the Governor of Limburg, SACEUR and many other distinguished guests. The Headquarters complex was named after Field Marshal Hendrik van Nassau-Ouwerkerk, an officer who served with distinction during the reign of William III of Orange.

On 19 September 1967 the AFCENT International School opened with over 1 000 pupils and staff from Canada, Germany, the United Kingdom and the United States. The official opening ceremony was performed by

CINCENT and the Governor of Limburg on 06 November 1967. The AFCENT Community Services (ACS) Shopping Centre opened on 27 August 1968; the gymnasium and Alliance Theatre on 15 October; and the Chapel Centre on 27 October. Construction began, the following April, of the swimming pool and, in December 1969, of the International Allied Officers' Club and sports field complex.

On 13 January 1971 the Dutch Minister of Defence visited the Headquarters as a prelude to the Conference of National Defence Ministers which was scheduled to take place at HQ AFCENT, on 07 April. In August CINCENT hosted HRH Prince Bernhard when he visited the Headquarters.

On 28 June 1974, Headquarters Allied Air Forces Central Europe (HQ AAFCE) was established at Ramstein, Germany. The original intention was to co-locate HQ AAFCE with HQ AFCENT at Brunssum, but the project ran into difficulties over cost-sharing and security arrangements.

The NATO Airborne Early Warning & Control System Programme Management Agency (NAPMA) opened at the Brunssum site on 24 August 1979 and this, coupled with development of US storage sites, the planned deployment of cruise missiles and the noise generated by AWACS aircraft flying from Geilenkirchen Airbase, just across the border in Germany, strained relations with some sections of the local population and led to protests against the militarisation of the Province.

In 1980, the AFCENT Community Council was established, replacing the old Community Services Committee, and the Morale and Welfare Activities Branch opened. Royal Marechaussee representation in the Headquarters also became operational.

The 30th anniversary of the establishment of HQ AFCENT fell in 1983. HM Queen Beatrix visited on 15 March and, on 31 May, a military band concert was held for 15000 spectators in the Limburgia Stadium. A new Peace Establishment came into force on 01 January 1985 followed by a 2-year manpower freeze. Regular



Maintenance of the Water Tower, 1979

Newcomers' Briefings began in April 1986 and the first Open Day was held on 29 August that year. Plans for the extensive reorganisation of the Central Region Principal Subordinate Commands, which had been under discussion for some time, were abandoned in October 1987.

The new building 2A, for use by the Operations Division and Administrative Services Branch, was taken over on 08 December 1987 and the Cafeteria and its terrace opened for business the following year. In November 1989, the Central Region Signal Group moved from Emma Mine into a new building, 203 at Hendrik, closely followed by the Communications Logistic Depot in 1991.

Clearance of old buildings on the site continued. The pithead tower and the water tower not only hindered the redevelopment programme, they were becoming very dilapidated and would soon need expensive repair work to make them safe. It was decided to demolish them, but first, a new communications tower 80m high was built in 1987 to carry the communications antennae which were mounted on the pithead tower.

The demolition contract was let to the Dutch firm of van Vliet for about 1 million Dutch guilders. The water tower came down very quickly. However, the pithead tower was

a very different proposition. The structure, which had been erected with no thought of its eventual removal, was 62m high and consisted of 6000 tonnes of reinforced concrete with up to 400 kgs of reinforcement steel per cubic metre.

The contractor brought the largest mobile crane in Europe onto the site, a Japanese machine. The Hitachi KE 1000 crawler weighed 230 tonnes with a jib of up to 120m fitted.

The crane hoisted a 20 tonne crawler tractor and other machinery on to the tower and demolition commenced using concrete breakers and hydraulic cutting attachments. The crane was used to remove large pieces of debris and to reposition smaller machines as the tower came down. Flame-cutting equipment and a swinging weight were also used. Bulk explosives could not be used because of the restricted nature of the site. However, once the main structure was down, borehole charges were used to fracture the main supporting legs. A protective quilt was placed around the leg, suspended from the crane, to contain the effects of the explosion. Adjoining buildings had steel placed on their roofs to protect against falling debris.

When the site was cleared in April 1989, a familiar landmark on the South Limburg skyline had gone. The



Signing Ceremony of Instruments of Foundation of International School, 1967



Preparations for Removal of the Water Tower's Protecting Cover, 1969
tower had been home to large flocks of pigeons which wheeled aimlessly around for several weeks before finally dispersing.

Demolition followed, in 1992, of the facilities housing the AFCENT Fire Station, the Craftshop and the Belgian Delegation, new premises for which were officially brought into use in March of 1992. The German Delegation, which was one of the last organisations to leave the Emma Complex, then became neighbours of the Belgian Delegation / Support Unit, at Hendrik Camp. New offices continued to be constructed. The former pay hall, "Loonhal", as it was called when the mine was active and which subsequently housed the Command Group, was drastically renovated. Whilst, in 1997, the Host Nation built a new facility (building H-100) to provide a modern home to the Royal Marechaussee in a location better equipped to service its customers.

1999 brought with it the amalgamation of AFCENT and AFNORTHWEST at Brunssum. Adjustments were necessary to cater for the uplift in personnel. But, barely had work completed, when the 2004 Peace Establishment review delivered a new round of structural change that gave birth to a revised long term infrastructure plan and the introduction of a new name – Allied Joint Force Command Headquarters, Brunssum.

Looking back, a primary driver for Alliance change throughout the nineties and early 21st Century can be traced back to the fall of the Berlin Wall, in 1989, and subsequent collapse of the Soviet Union, in December 1991. These hugely significant world events followed a decade later, in 2001, by the terrorist attacks in New

York and Washington (9/11), forced NATO to carefully re-examine its ongoing utility and ability to react to evolving modern security threats. Eventually this resulted in the publication of the Alliance's current Strategic Concept (Active Engagement, Modern Defence) that was adopted by Heads of State and Government at the NATO Summit in Lisbon, 19-20 November 2010. Possibly the broadest Strategic Concept ever its introduction has maintained and, in many areas, increased, the momentum behind the Alliance's desire to continually reform.

So, what was the impact on Brunssum? At the pragmatic level, in 2003 the main entrance moved from Akerstraat to Rimburgerweg as part of a package of measures designed to improve security. But the real change was conceptual – in particular, the introduction of the NATO Response Force (NRF).

The NRF was announced at the Prague Summit, in November 2002. General James Jones, then NATO's Supreme Allied Commander Europe, made the following statement at the time:

„...NATO will no longer have the large, massed units that were necessary for the Cold War, but will have agile and capable forces at Graduated Readiness levels that will better prepare the Alliance to meet any threat that it is likely to face in this 21st Century.“

The NRF concept was approved by Ministers of Defence, in June 2003, in Brussels. In part a 'test bed' for transformation, in part a signal of Alliance intent, the NRF is a highly ready and technologically advanced multinational force made up of land, air, maritime and Special Forces components that the Alliance can deploy quickly wherever needed.

NATO's two Joint Force Commands (JFC Brunssum and JFC Naples in Italy) have operational command of the NRF each year on a rotational basis. After the last adaptations, at the summits of Wales and Warsaw, the NRF comprises of up to 40.000 personnel. That includes a spearhead force - the Very High Readiness Joint Task Force (VJTF) - of around 5.000 personnel. The VJTF is ready to deploy partially at short notice, between two to seven days, when tasked.

Another factor that has influenced the NATO Command Structure is enlargement. The Alliance's door remains open to any European country in a position to undertake the commitments and obligations of membership, and contribute to security in the Euro-Atlantic area. Since



1949, NATO's membership has increased from 12 to 30 countries. Albania, Croatia, Montenegro and North Macedonia where the latest members to join the Alliance.

Numbers continually fluctuate but, at the moment, JFC Brunssum has 26 Alliance member nations represented within its staff and four nations that are members of the Partnership for Peace¹ initiative.

More recent pragmatic changes affecting the headquarters include:

- 2010 - 1st NATO Signal Battalion moved to Wesel (Germany) and Tapijn Barracks (Maastricht) were handed back to the Host Nation;
- 2011 - Akerstraat 12, the French Villa, was handed back to the Host Nation following France's decision to fully re-join the Alliance's military structure and disband its network of French Military Missions to NATO;
- 2012 - Introduction of a new Peace Establishment (with effect 01 December 2012) saw staff numbers grow in excess of 800, the adoption of a deployable Combined Joint Task Force concept, establishment of a new Land Command at Izmir and the deactivation of Heidelberg, Madrid and Lisbon². Brunssum was also given a new name at that time - Headquarters Allied Joint Force Command, Brunssum.
- 2020 - At the 2018 Brussels Summit, Allies agreed to strengthen the military backbone of the Alliance which lead to a small uplift of personal in Brunssum. The Alliance decided to establish a Cyberspace Operations Centre in Belgium to provide situational awareness and coordination of NATO operational activity within cyberspace; a Joint Force Command Headquarters in Norfolk in the United States to focus on protecting the transatlantic lines of communication; and a Joint Support and Enabling Command in Ulm, Germany to ensure freedom of operation and sustainment in the rear area in support of the rapid movement of troops and equipment into, across and from Europe. These new entities are gradually being put into place. The operational level consists of three standing Joint Force Commands (JFCs): one in Brunssum, the Netherlands, one in Naples, Italy and one in Norfolk, Virginia, USA. All stand ready to plan, conduct and sustain NATO operations of different size and scope. Effectively, they need to be able to manage a major joint operation either from their static location, or from a deployed headquarters when operating directly in a theatre of operation. In the latter case, the deployed headquarter

is referred to as a Joint Task Force HQ or JTFHQ and should be able to operate for a period of up to one year.

The three commands at this level are also responsible for engaging with key partners and regional organizations in order to support regional NATO HQ tasks and responsibilities, as directed by SACEUR. Additionally, they support the reinforcement of cooperation with partners participating in NATO operations and help to prepare partner countries, which so wish, for NATO membership.

There is no doubt NATO will continue to evolve. To remain an international security actor on the world stage it has to; as the only constant is change. The NATO Headquarters now located at Brunssum has a long and proud history that stretches back over six decades to its earliest days at Fontainebleau, France. This is a milestone worthy of the celebration this small booklet heralds. In 2007 General Ramms and Mayor Brocken unveiled a remembrance stone in Vijverpark, downtown Brunssum, to mark 40 years of a NATO HQs at Brunssum. In 2017, the 50th anniversary of a NATO HQs located at Brunssum, was celebrated by unveiling a small NATO art piece. In 2019, JFCBS conducted a number of NATO@70 themed events, inter alia comprising briefings to local organizations, briefings to visitors groups, NATO@70 remarks as part of Expert Training Team visits to partner nations, and a NATO@70 bike ride from the HQs to the NATO School, in Oberammergau, Germany - with a capstone event hosting an Academics Day which offered distinguished guest speakers to outline their thoughts on the Alliance's success and future.

No-one can categorically predict how long NATO will have a presence at Brunssum although, for now, no challenge to its continued presence is visible. Enjoy this booklet; take a moment to reflect upon the journey the HQs has travelled; and revel in the path it has yet to tread.

1. Partnership for Peace (PfP) is a programme of practical bilateral cooperation between individual Euro-Atlantic partner countries and NATO. It allows partners to build up an individual relationship with NATO, choosing their own priorities for cooperation.
2. Lisbon remains a NATO Footprint hosting the Joint Allied Lessons Learned Centre (JALLC) and the STRIKEFORNATO Headquarters, but no longer a Joint Force Command.

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On Arrival

Registration of HQ JFCBS Personnel and Family Members

For new arrivals, military and civilian personnel, the registration process starts with visiting the J1 branch and the respective National Support Unit.

The National Support Unit should coordinate and confirm the arrival of military personnel with the military personnel branch (MPB)/J1 making sure that the registration paperwork for the APMS entry and the AMIS card is complete before the individual arrives. Upon arrival, HQ JFCBS military personnel should report to Pass and Registration (Bldg 102) with the In Processing-Form to obtain the AMIS ID Card. Military personnel should also coordinate with their National Support Unit for national specific in- and out-processing.

All civilian personnel should be processed through the Civilian Personnel Branch (CPB)/J1, building H-106, room H 2.02 for in- and out-processing. This will start your, and your family's, in-processing. A very early visit to the Passes and Permits Office (Bldg.102,) should follow for official registration purposes.

Obtaining your JFCBS Pass

- At your National Delegation/ NSU/NSE/CPB for civilians or supported entity you will receive the JFCBS ID Card application form and the In/Out Processing Form. With these forms you can start in-processing.
- Pass & Registration Section (building 102, Hendrik Camp, ext. 4301/4303) issues a NATO Identification Card to assigned NATO personnel (military and civilian) and their dependents, as well as staff from other supported entities in The Netherlands.

Identification requirements

All persons residing in the Netherlands and being 14 years and older must be able to produce an identification document in public places upon request by authorities. Valid ID documents include a Passport, a Driver's license if containing a photo and personal data or an EU standard national ID card.

The JFCBS ID card is recognized by the Netherlands authorities, to be used as a form of identification card. Taking into account the proximity of national borders, all foreign JFCBS staff members and their dependents are advised to carry their passports or national ID cards with them all times, additional to their NATO ID cards. For citizens of countries outside of the EU/EEA, it is advised

to have their national passports with them as their valid identification and travel documents.

Visa and residence permit

While military personnel under the NATO SOFA (Status of Forces Agreement) are exempted from general immigration rules, visa requirements (for travelling on official duty) and the registration of aliens, civilians or dependents are to comply with such regulations. This implies – with respect to the latter two categories – the obligation to obtain a visa or a residence permit for individuals from countries outside of the EU/EEA area.

In case you or your dependents are citizens of a non-EU country and residing in a non-EU/EEA country, you are advised to consult your national military authorities if there is a visa requirement prior to the departure to the Netherlands. A list of nationalities that require a visa to enter the Netherlands is available at www.mfaservices.nl/schengen-visa/schengen.

EU passport holders do not require a residence permit in the Netherlands. Non-EU civilian staff members and non-EU dependents of both military and civilian personnel require a residence permit, which will be obtained via the Netherlands' Royal Marechaussee (KMAR) at JFCBS in building H-100 (ext. 3191). The KMAR will issue – on behalf of the Immigration and Naturalisation Service (Immigratie en Naturalisatiedienst, IND) of the Netherlands – a residence permit in the size of a plastic credit card. JFCBS advises staff and dependents to always carry their residence card and to present it upon request to the Dutch authorities.

Staff members and dependents may stay in the Netherlands for the duration of their assignment. Certain exceptions are allowed, for instance in case a family member wishes to finish his or her scholastic year in the Netherlands. Also, an extension of limited privileges and residency may be granted. For those situations, refer to the Legal Office of JFCBS, the Dutch Customs Office and the KMAR on base for further assistance. It is advised to immediately notify the KMAR of any circumstance affecting one's residence permit or that of their dependents. Loss of a Permit of Residence must be reported in person to the KMAR Office.

Pass and Registration

- At your National Delegation/ NSU/NSE/CPB for civilians or supported entity you will receive the AMIS Card application form (Form 162) and the In/Out Processing Form. With these forms you can start in-processing.

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- Passes & Permits Section (building 102, Hendrik Camp, ext. 4301/4303) issues a NATO Identification Card (AMIS card) to assigned NATO personnel (military and civilian) and their dependents, as well as staff from other supported entities in The Netherlands.
- Generally, dependents have to reside with their sponsor.
- Identification requirement. All Netherlands residents **14 years** and older must be able to produce an identification document in public places upon request by authorities. Valid ID papers for Netherlands nationals can be a Passport, Driver's license or European ID card. The JFCBS AMIS card is recognized by the Netherlands authorities, to be used as official document for identification. For non AMIS card holders the following applies: Residents of the European Union will have to carry a Passport or a EU/EER residence permit; other nationalities will have to carry their Netherlands Permit of Residence (alien ID card).

Registration of non-Dutch Personnel

Please delete old sub-paragraph, please add this instead:

Registration of non-Dutch Personnel

Non-Dutch staff members and their dependents may be required to register themselves with the host nation authorities for various reasons. When renting a flat or a house through the International Housing Office, they will assist you in notifying your municipality, the utility service providers and the municipal tax authority on your address. There are several possibilities for registration.

The NLD Royal Marechaussee (KMAR) offers a registration of foreign nationals and operates its own Foreign Nationals Registration Office (FNRO) on base. Whilst it is not required by law, FNRO offers a registration within its own database (that is independent from the registration for a residence permit) and the issuance of an own (KMAR) certification of status and registered address in the Netherlands.

Another option is the registration in the municipal Personal Records Database (Basisregistratie Personen or 'BRP') which contains information on residents living abroad, but also on people who once lived in the Netherlands but moved abroad, persons that are here temporarily (e.g. students or cross-border employees), diplomats and other persons with special status. Staff members and their dependents are allowed and also advised to register at the town hall in Heerlen in the RNI register (Registratie Niet-Ingezetenen or 'RNI'), or at one of the other 16 locations where RNI registration

is made possible. The one in Heerlen, closest to JFCBS is located in Geleenstraat 27, 6411 HP Heerlen. You will need to schedule an appointment. Bring along your passport, NATO AMIS card, rental contract or other document of residence and where applicable, your residence permit.

This RNI registration is necessary to be able to obtain governmental and municipal services in the Netherlands. It is important to register oneself in the correct category: as 'RNI'. Please mention this specific registration category upon registering with these municipalities. It is important that the Municipality is informed of the NATO status of the staff members, so that registration is carried out in accordance with the status under NATO international agreements. The registration is not mandatory, but is often essential in dealings with the Dutch authorities. If you have registered in the RNI, you are advised to inform the RNI Office of any changes in your civil status, family constellation or address. This holds true equally for moving from an initial hotel to a more permanent address.

Upon registration in the RNI, the municipality will issue you a 'citizen service number' (burgerservicenummer or 'BSN') required to gain access to various services in the Netherlands such as health care and education. It will arrive in the regular mail and will be issued only once. Keep the letter with any other important documents for the duration of your stay in the Netherlands.

Briefings

A Newcomers briefings will be given shortly after arrival to all military and civilian newcomers. Also required is the Newcomers Induction Training, which is to ensure a newcomer has or obtains the basic skills and knowledge necessary to produce work within this headquarters and become assimilated in the 'team'. In addition Functional Area Training should further improve an individual's proficiency level in the 2 main aspects of his/her job.

Departure

Personnel departing HQ JFCBS must obtain the Out Processing Form from the National Delegation or J1 Office. Before departure from the Netherlands at end of tour, you are required to inform the RNI Office or the FNRO depending on where you registered yourself and your family members on your departure. Last, you are to hand in your and your Families ID cards to Pass and Registration Section on departure from the HQ.



You and Your Car in the Netherlands

To complete your registration process, please visit the following offices from the Family Support section:

Pass and Registration

(Building H-102 Hendrik camp)

Vehicle Registration

(Building H-102 Hendrik camp)

Tax Exemption Office

(Building H-102 Hendrik camp)

How do I register my car JFC Brunssum?

Privately Owned Motor Vehicle Importation and Registration

The importation, purchase and use of motor vehicles in the Netherlands is subject to a variety of taxes and duties. Non-Dutch Staff members, however, enjoy certain exemptions to these levies. The following explains the types of taxes and duties and the privileges that the staff member may enjoy.

Import of vehicle

Upon taking up duties, staff members are requested to register all of their personal motor vehicles with the Vehicle Registration Office (VRO) at JFCBS within 14 days from the date of entry of the vehicle into The Netherlands. These vehicles need to change their foreign license plates to Dutch (yellow-black) license plates. To obtain Dutch license plates, the vehicle must be registered at VRO. After registration, the Dutch Customs will confirm the tax status of the vehicle. Customs requires the vehicles to be presented to them. There are no limits on the amount of tax-paid vehicles brought into the Netherlands as long as they are for personal use.

Registration of vehicles

At the VRO, several documents have to be delivered in order to register the vehicle. These include a technical inspection document, a certificate of title of the sending state and a NATO ID card to identify the staff member. All registered vehicles shall have a valid insurance at least covering third party liability.

For any further information on tax-free vehicle importation, driving licence requirements and selling

of vehicles, newcomers should contact VRO and Dutch Customs prior to any transaction.

Driving licences

Privileged staff members and their dependents are entitled to continue to use their foreign driving license in the Netherlands as long as the foreign driving licence is valid. If the foreign driving license has expired, the license should be renewed or exchanged for a Dutch license.





- Normally, non-registered personnel may NOT drive vehicles registered through JFCBS. However, under exceptional circumstances and for urgent reasons, sponsors may request a Certificate of Loan through the Dutch Customs. Upon approval, this certificate allows appropriately-licensed visiting relatives, who are over the age of 18, to drive their JFCBS-registered vehicle for up to one month.
- Loaning or borrowing of JFCBS-registered caravans is not permitted.

Required Equipment

Netherlands: warning triangle, spare light bulbs, and safety vest (recommended for all passengers).

Motor Fuels in the Netherlands

As of October 2018 the names of various fuels for vehicles have been standardised in Europe.

Petrol (gasoline) in the Netherlands is sold in several grades:

- Euro95 (unleaded 95 octane) – mostly as E10 (petrol with 10% biofuel)
- Euro98 (Super Lead Replacement 98 octane) – mostly as E5 (petrol with 5% biofuel),
- E 85 (petrol with 85% biofuel).

Diesel fuel has the following categories: B7, B10, B100 and XTL. ‘B’ indicates Diesel and the number indicates the percentage of biological components in it. XTL is synthetic diesel and not processed from oil. New vehicles will display on the inside of the fuel tank a sticker following this system.

LPG (Liquefied Petroleum gas) is also still used.
Fuel tax rebate

Eligible staff members who own a vehicle are entitled to an exemption on taxes and excises on fuel for a maximum of 150 litres. The reimbursement for taxes on fuel is administratively handled by the service office “FORAX”. Please see VRO for further information or visit <https://www.forax.eu/home>.

Road Tax

Members of a force or civilian component assigned to HQ JFCBS, except Netherlands personnel, are exempted from Dutch Motor Vehicle Road Tax for 2 JFCBS registered vehicles.

Driving in the Netherlands

As anywhere else in the world, driving in the Netherlands requires care. Some “Rules of the Road” are unique to this country, particularly those relating to bicycles, mopeds and pedestrians. Automobile drivers must be extremely cautious and be aware that in the Netherlands, cyclists, moped drivers and pedestrians enjoy special protection.

When involved in a car accident, the owner of the car will always be liable for the costs incurred.

Traffic

It is essential that the most important regulations concerning road traffic in the Netherlands be studied before driving on roads in the Netherlands (like the tick test in the UK and the US).

Current Speed Limits

National motorways (autosnelweg) - 130 km/h (80 mph);
National roads (autoweg) - 100 km/h (60 mph);
Inside built-up areas - 50 km/h (30 mph), or 70 km/h (40 mph) and even 30 km/h as posted;
All other roads - 80 km/h (50 mph).

In order to reduce toxic gas emission levels, the Netherlands have introduced a new speed limit of 100 km/h during daytime hours (06.00 – 19.00 hrs) as of March 2020 on roads allowing a higher speed limit before. The sign looks like this:



You and your car in Belgium

	Flanders	Brussels Capital and Wallonia
School or residential area	20 -30 km/h	20 -30 km/h
Inside cities	50 km/h	50 km/h
Outside cities (2x2 ways)	70 km/h	90 km/h
Highways	120 km/h*	120 km/h*
*also for POV (< 3,5 T) with trailer		
“Low emissions zones” marked with the road signs f117 (start of zone) & f118 (end of zone) and based on the “metronome” 1 to 4.		

The rate of alcohol allowed is: 0.21 mg per liter of exhaled air (breath analysis). For the foreigners, the violation of this limit can result an immediate payment of a ticket of:

Qty of alcohol/ l	Ticket
0.22-0.35 mg/l	179 € + appearance before the courts possible
0.36-0.44 mg/l	420 € + appearance before the courts possible
0.44-0.50 mg/l	578 € + appearance before the courts possible
0.51-0.65 mg/l	1600 € , detention of vehicle and an automatic appearance before the courts



Vehicle

The winter tires are NOT mandatory in winter season.

Emergency call on highways

In Wallonia the Orange phone still be in use on highway (every two kilometers) in Flanders, they are deactivated.

Parking

Parking disk must be used and placed behind the windshield from Mo to Sat from 09.00 till 18.00 for a period of maximum 2 hrs or a parking ticket must be purchased depending the local regulation. This is controlled mostly by private companies, not by the Police.

Parking disks can be easily purchased online or in stores. The translation of the parking disk into Dutch is as followed: Parkeerschijf.

Required Equipment

Warning triangle, First Aid kit, fire extinguisher, and safety vest for every seat in the car.

More online information about travelling in Belgium (and Europe) on : http://ec.europa.eu/transport/road_safety/going_abroad/belgium/index_fr.htm; information available in all E.U. languages.

Emission Zones



In Belgium you may need to register your car (with foreign license plates) in the Low Emission Zones (LEZ) for:

Brussels: <http://www.brussels.be/lez>

Antwerp: <http://www.visitantwerpen.be/en/low-emission-zone>

City of Ghent: <https://stad.gent/en/mobility-ghent/low-emission-zone-ghent-2020>

The Dutch license plates from JFCBS may not be recognized as such, but might need registration because of their diplomacy nature during registration.

You and your car in Germany

Motorways - no general speed limit, but a recommendation not to exceed 130 km/h (80 mph)*;
Inside built-up areas - 50 km/h (30 mph);
All other roads - 100 km/h (60 mph).

Emission zones

A 2006 anti-air-pollution law began a process that now requires drivers in Germany to have a special environmental sticker or badge on their car in order to enter the "green zone" of most German cities. A green sticker certifies that a vehicle meets the highest environmental standards. As of 2016, hardly any German city with a green zone allows entry with anything other than a level-4 green sticker.



The sticker can be purchased for around 17,50 EUR at any DEU TÜV, DEU Dekra, DEU vehicle registration offices, DEU citizen's offices or ATU garages. Alternatively, it is also possible to order it online. In case of any questions please contact the German Delegation.

Vehicle

In Germany the obligation to run a vehicle on winter tires does not apply with reference to a particular date, but instead depends on the weather conditions. The winter tire obligation applies in winter conditions including ice and black ice, frost, snow and slush. In such weather conditions only tires which have the sign 'm + s' (mud and snow tires) on the side wall may be used. Winter tires and all-season tires with this symbol are acceptable.

Required Equipment

Germany: warning triangle, First Aid kit, and safety vest (official one for the driver and recommended for all passengers).

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The Laws of the Netherlands

Status, entitlements and exemptions

Your legal status at JFCBS

The status of JFCBS military and civilian staff and to the extent applicable that of their dependants is governed by the NATO Status of Forces Agreement, the Protocol on the Status of International Military Headquarters set up pursuant to the North Atlantic Treaty (Paris Protocol) and other bilateral agreements between the Kingdom of the Netherlands and NATO. It is to be noted that the laws and regulations of The Netherlands shall be respected.

Maintenance of law and order

Law enforcement in the Netherlands is, in principle, conducted by the Netherlands Police, but the police authority for HQ JFCBS is the “Koninklijke Marechaussee” (KMAR). This is a military police force whose major task is policing the Netherlands Armed Forces, Foreign Armed Forces and International Headquarters, including personnel and their family members.

A police-officer of the Royal Marechaussee Brigade Limburg-Zuid is stationed in the building H-100 at HQ JFCBS to assist you in police matters during office hours. It is also possible to seek assistance of the local police.

For immediate, urgent matters such as witnessing crimes or life threatening circumstances call 112. This is a 24/7 control room that will dispatch immediately either police, fire brigade or ambulance support as required.

International Military Police at JFCBS

On the JFCBS HQ an International Military Police (IMP) station is located under command of the JFCBS Provost Marshal. The IMP works in close cooperation with the Koninklijke Marechaussee and Local Police. The IMP has the authority to maintain safety and order on camp premises.

Privately Owned Firearms

Dutch law strictly regulates the possession of firearms

and ammunition (parts of firearms/ ammunition included) and all the related activities such as transport, import, export, etc. A firearm is any instrument capable of firing a projectile by explosion. Firearms imitations are also subject to Netherlands law and are prohibited. Written prior authorisation from the Netherlands authorities is mandatory in respect of possession, purchase and importation of a firearm for private ownership. If any privately owned firearm has already been imported into the Netherlands without written authorisation, it must be reported to the Koninklijke Marechaussee without delay in order to obtain authorisation. According to Dutch law in addition to firearms, other weapons mentioned in Dutch law such as: pepper spray, batons, ballistic knives and more are also prohibited. For more information contact the Royal Marechaussee Office on base.

Tax Free Scheme

The applicable international agreements and host nation laws allow eligible personnel to purchase certain goods free of Value Added Tax, VAT (‘BTW’ in Dutch language). The transfer, by way of either sale, gift or otherwise of any goods obtained tax-free is subject to prior authorization by Dutch Customs (and possible payment of taxes due).

Municipal Taxes

Non-Netherlands, HQ JFCBS and supported entities, personnel are exempted from: certain municipal taxes, including:

- Dog Tax (Hondenbelasting);
- Immovable Property Tax (onroerend zaak Belasting);
- Certain water authority charges (limited);
- VAT (BTW) on utility charges for water, gas and electricity;

It should be noted that no exemptions are granted in respect of charges levied for specific services rendered. No exemption is therefore granted in respect of administrative charges (leges), betterment levy (baatbelasting), sewage charges (rioolrechten), waste disposal charges (afvalstoffenheffing), waste collection charges (reinigingsrechten) and toll charges. For any issues in these taxes, the JFCBS International Housing Office will assist you.



Levies

Levies, which are charges for services rendered, have to be paid. The main levies are: • Water purification levy (Waterzuiveringsheffing); • Sewage charge (Rioolrecht); • Garbage Collection charge (Reinigingsrecht).

Health, Environmental & Safety Section

The Health, Environmental & Safety (HES) Section deals entirely with environmental control and health & safety matters at HQ JFCBS and its installations in The Netherlands. Host Nation environmental and H&S (ARBO) legislation is applicable to JFC HQ Brunssum. For more information call the Base Support Group HES Section, ext. 3470.

Legal Advisors’ Office

The above is only a partial review of legal matters. There are many other areas where personnel might wish to seek legal advice and assistance in relation to their status

and entitlements. To avoid misunderstandings, it must be noted that the HQ JFCBS Legal Advisors will normally not deal with personal private legal matters. Therefore it is recommended to obtain (Netherlands) legal aid insurance coverage while staying in the Netherlands. In a specific case one may also wish to consult a lawyer. The Office of the Legal Adviser will advise on how to proceed.

Working in the Dutch economy

Before taking up employment, staff and dependants are advised to familiarize themselves with the basics of NLD employment law.

For certain foreign citizens, in particular from non-EU countries, a work permit may be required in order to start employment in the Netherlands.

Employment in the Dutch economy will also require a so-called Burger-Service Nummer (BSN). This number is obtained automatically as a result of registration in the RNI. In most companies and branches employment conditions are governed by a Collective Labour Agreement.

Employers in the Netherlands must respect minimum wages. Deductions for taxes and social contributions will be made from the gross salary. Each person employed in the Dutch economy must take out a Dutch basic health insurance through a Dutch medical insurer. Minors are specifically protected under NLD employment law. Employment for children is allowed as from age 15 however subject to limitations.





Bicycles, Mopeds and Scooters

In the Netherlands, many people ride a bicycle. That's why many streets have dedicated bicycle lanes. So if you are riding a bicycle, always use these lanes, they are mandatory. If you are on a street without a bicycle lane, it is of course important that you are seen and drive safely. Always stay on the right as much as possible and follow the Dutch traffic rules. One important rule: even on a bicycle, don't drink and drive!

There are three different types of lanes in the Netherlands for bicycles, mopeds and scooters. In the schedule underneath you can see which lane to use, depending on your vehicle. Please note that driving a moped or a scooter with a yellow registration plate (maximum speed of 45 km) requires wearing a helmet.

Bicycle Lanes

Bicycle



not mandatory

mandatory

mandatory

Mopeds



forbidden

mandatory

mandatory



forbidden

forbidden

mandatory

* **Blue registration plate:** scooters, mopeds and electrical bike's with a maximum speed of 25 km.

** **Yellow registration plate:** scooters, mopeds with a maximum speed of 45 km.

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www.eventmanagementgroup.nl



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Waterstraat 9
6017 AJ Thorn
www.degrotehegge.nl



Landgoed Schinvelder Hoeve
Brunsummerstraat 65
6451 CR Schinveld
www.schinvelderhoeve.nl

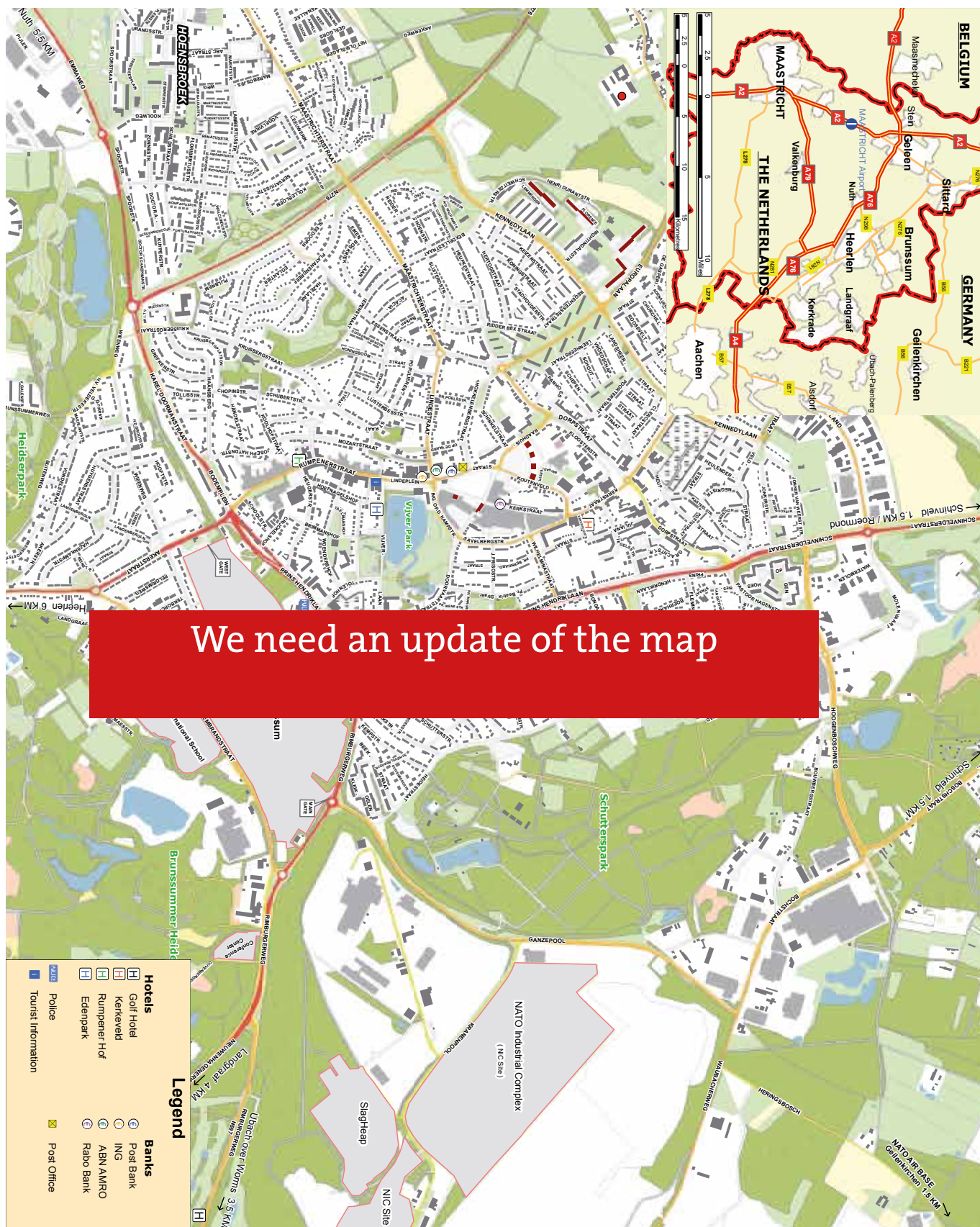


Rebelle Maastricht
Kesselskade 43
6211 EN Maastricht
www.rebellemaastricht.nl





Brunssum Map





Regional Map



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Rebelle Maastricht
Kesselskade 43
6211 EN Maastricht
www.rebellemaastricht.nl





Life in the Headquarters

Working Hours

Working Hours (JFC Brunssum Directive 40-1):

Monday to Thursday 08:15 to 17:15,
Friday 08:15 to 15:00.
Lunch/Physical training – Normally between
12:00 and 14:00, a minimum of 30 minutes.

Dress

During duty hours and, in accordance with national regulations, all military personnel will wear uniforms. Most NATO nations have summer and winter uniforms.

You should obtain guidance from your national authorities before you arrive.

Military Courtesies and Customs

Military personnel at HQ JFCBS are required to maintain a **high standard of military courtesy**. All military personnel in uniform will render the appropriate courtesies. Outdoors, salutes will be given by other ranks to all officers and by junior officers to senior officers in accordance with National guidelines.

Compliments (salutes and/or greetings) are paid in the appropriate national manner when indoors. Each National Delegation is responsible for briefing all ranks on the observance of national customs and international courtesies. HQ JFCBS personnel are expected to **show courtesy and friendliness to Netherlands citizens**, since





this will reflect favorably on the activities of HQ JFCBS and NATO.

Leave

Privilege leave is governed by national regulations. The number of days leave granted annually to HQ JFCBS military personnel is governed by their respective national regulations. Leave entitlement for civilians is laid down in their regulations. All personnel are encouraged to take their authorized annual leave entitlement.

Civilians (figures date from Spring 2020)

Civilians are employed as an integral part of the peacetime establishment of JFC Brunssum at Hendrik Camp. About 180 of them are NATO Civilians holding a wide range of positions covering secretarial, budget,

technical services and many others. From the founding of HQ AFCENT in France in 1953 until today, they have made an important contribution to maintaining continuity and providing corporate knowledge. Whilst military personnel may stay two, three or four years, many NATO Civilians are employed on an indefinite contract.

NATO Civilians are drawn from all NATO countries. Not only are they able to provide expert advice and valuable background knowledge on NATO matters, but also, in many cases, they have set up home here and know the Limburg area very well. Thus they can assist in local matters and help to make your stay in the Netherlands more enjoyable. NATO Civilians, hired under permanent contracts according to the NATO Civilian Personnel Regulations are represented by and members of the Brunssum Civilian Staff Association, which is designed to support their professional and social interests, and to foster good relations among members.

The other category of civilians is the 30 Appropriate Funded (AF) Local Wage Rate Employees (LWRs), most of whom are Dutch citizens. They fall under the conditions and regulations laid down by HQ JFCBS in accordance with the Netherlands Civil Laws. Most AF LWR employees are skilled craftsmen and make an important contribution to the maintenance of this Headquarters. Another group of LWR personnel - Non-Appropriate Funded (NAF) LWRs (45) - serves the Headquarters in the Family Support Morale and Welfare (FSMW) community services, such as recreational activities and the various clubs. LWRs are represented by the LWR Works Council.

HQ JFCBS Directive 40-1

You are advised to read HQ JFCBS Directive 40-1 (Manpower and Personnel Management and Administration) for more details about working hours, dress and leave regulations.

Contacts with the Media

If representatives of the media approach you, please do not try to deal with them yourself, but **refer them to the Public Affairs Office at +31 (0)45 526 3020 or PAO@jfcbs.nato.int**





Using the Telephone

National emergency number **112**, when every second counts

HQ JFCBS emergency number for Police/Fire/Medical **2000**
 Royal Marechaussee Foreign National Registration Office
 Royal Marechaussee control room 0800-1814
 Local Police (non emergency number) 0900-8844

Making Calls to The Netherlands

From within Europe, except France 00-31 -town number-local number. From France 19-31 -town number-local number. From Canada and USA 011-31 -town number-local number. (The first 'o' in the town number e.g. 045 is omitted when dialing from outside the Netherlands.) The town number for Brunssum is 45. Maastricht is 43.

Calling HQ JFCBS

From 045 areas in Limburg Province to HQ JFCBS dial 526 and desired extension number. From Any other areas in the Netherlands to HQ JFCBS dial 045-526 and desired extension number.

Useful HQ JFCBS Numbers

JOC 24/7 Watch Team 2242/2800
Barrack Accommodations
 Belgium 3009 Germany 3132
 The Netherlands 3023 UK 2585/2596
 US Army 2169 US Air Force 2262
National Support Belgium
 Secretariat 3337/2313
National Support Canada Orderly Room 2332
National Support Czech Republic Commander 2666
National Support Denmark Commanding Office 2557
National Support Estonia Office 3472
National Support Germany
 Medical Centre 2346
 Orderly Room 3094
National Liaison Officer Hungary Office 2881
National Liaison Office Italy Office 3348
National Support United Kingdom
 Chief Clerk 2197
 Medical Centre 2497
 Arrivals & Travel Clerk 3192
 Medical Centre (duty hours) 2996

Secretariat 3068
National Support Norway Commander 3255
National Support Poland Deputy Commander 2587
National Support Slovakia Admin 4021
National Support Element Spain Office 2306/2922
French Support Unit
 Chief 4369
 Deputy Chief 4370
 Secretariat 4375
National Support Turkey Delegation NCO 2289/4152
National Support the Netherlands
 Frontoffice 2856 / 2544
 Medical Centre (Duty Hours) +31 (0)88-9502717
National Support United States
 Medical Centre 2934 US Army Element 2169
 Air Force Detachment 2351/2262 Navy Element 3671

Special Services

HQ JFCBS Conference Centre 3188
 HQ JFCBS Int. Police 2616/3200
 HQ JFCBS School Bus Coordinator 045-5278228
 HQ JFCBS School Director 045-5278220
Public Affairs Office 2409/2167
Housing and Billeting 2017/2135
Legal Advisor 2463
Religious Services 2940
Swimming pool 3172
Library 2669
Gymnasium 3170/3171
Sport Complex 2055
Morale Welfare Activities Branch 2626
Barber Shop 2957
B&S Central Store 4019/4023/4016
Car Craft Shop Centre 3173
Art and Craft Centre 2454
Alliance Theatre 2110
Miner's Rest 2925
Alliance Rest 3723
Insurance Office 2492
Club13 2626
Vehicle Registration 4306
Pass and Registration 4303
Emergencies on Camp 2000
Telephone/Computer Helpdesk 3000
Switchboard Operator 9



Emergency Information Card

Did You Know? Be Prepared in Case of Emergencies

How to react in case of emergency in the Netherlands?
What to do in case of fire or utilities failure?

General tips:

Every Emergency is different, but at least you should:

- Stay calm and think before you act.
- Warn and inform your direct neighbours.
- When injured or in instant danger, call alarm services or try to reach others for help.
- Try to obtain information from reliable sources.
- Listen to Emergency radio broadcasts, Canadian Forces Network Brunssum at FM 96.9 and 99.7 MHz.
- Or look at www.crisis.nl
- Follow instructions from public services and authorities.

Off the Base Information:

- Royal Marechaussee Control room:
0800-1814 (No Emergency)
- Health authority (GGD)
045-8506666
- Advice and Support Domestic Violence
0900-1262626
- Animal maltreatment (National number)
0900-2021210
- Office Royal Marechaussee Representative/FNRO
045-526-3191 or 045-40584-88
- Gas and Electricity breakdown
0800-9009

On the Base Information:

- Emergency: Ext **2000**
(By mobile phone:
045-5262000)
- BSG Security Desk,
Ext 2616
- BSG Investigators,
Ext 2127
- RMR/Foreign Nation Registration (FNRO),
Ext 3191
- Regional KMar Sergeant
045-5250740
- Disaster Emergency & Fire Prevention Section
Ext 2149

Important Telephone Numbers

Police, Fire department, Ambulance (Emergency): **112**

Civil Police (No Emergency): 0900-8844

**Any Police information you might have,
please call:**

**Royal Marechaussee Regional Sergeant
Telephone: 045-5250740**



In case of a crisis or major emergency in your area you will be informed through the Dutch national siren system (until 2020) and on your Dutch mobile phone through a so called "NL-alert" message. In case the siren is activated and NL-alerts are sent you should:

- 1) Go inside
- 2) close doors and windows
- 3) switch on the local emergency channel L1 on your TV (Ziggo channel 30) or radio 89.4 (cable) or L1 Radio on airwave frequency 95.3 /100.3 FM alternatively the L1 app.
- 4) Follow instruction from the emergency channel. Do not go outside even when the siren system has stopped unless instructed so and/or the "all-clear" call is made on the emergency channel.

Twice a year the "NL-alert" is tested. If your phone is correctly configured you will receive a test message at 12.00hrs on 4 June 2018 and 3 December 2018. For more information on NL-alert mobile phone settings go to www.crisis.nl

The national Dutch siren system is tested at 12.00 hrs on the first Monday of each month.



Koninklijke Marechaussee

Home Fire Safety

112
SOS



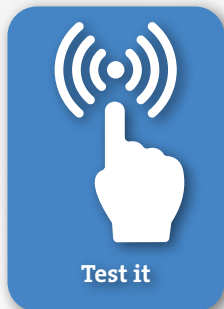
- anywhere in the EU
- free of charge
- 24/7
- police
- emergency medical services
- fire brigade

In the event of a fire:
Get out, stay out, call 112



Fit smoke alarms

Make sure that you have
smoke alarms fitted on at least every level of your home



Test it

Smoke alarms save lives, but only if they're working.
Test them regularly



Put them out.
Right out!

Stub cigarettes out properly and dispose of them carefully.
Put them out. Right out



Take extra care in the kitchen and **never** leave cooking unattended



Do not overload electrical sockets and watch out for faulty and over-heating electrical equipment and wiring/cables



Plan your escape route and make sure that everyone knows how to get out of the house in the event of a fire*

*If you are concerned about how you would escape from your home in case of fire, don't worry, help is at hand. No matter how old you are, or what type of house you live in, the DEFP will help you devise an escape plan.

For further information, please call:
Disaster, Emergency and Fire Prevention (DEFP) Office,
JFCBS: +31 (0)45 526 2274



Domestic Accommodation

General

HQ JFCBS members will live on the **local economy** and use **private housing arrangements**. The HQ JFCBS **International Housing Office (IHO)** provides assistance in obtaining suitable housing in the local area. The IHO provides a wide range of housing related assistance and is therefore a good starting point in your search for housing accommodation in the local area.

Single (unaccompanied) Accommodation

Single and unaccompanied personnel normally live in leased private housing. Depending on the policy of the National Support Unit, the lease for this housing will either be between the landlord and the National Support Unit or between the landlord and the individual, with help from IHO.

Married (accompanied) Accommodation

All accompanied personnel assigned to HQ JFCBS will reside in leased private accommodations and are entitled to use the service of the HQ JFCBS International Housing Office. Personnel renting privately are advised to use HQ JFCBS official rental agreement, which is available from the International Housing Office in Dutch and English. The HQ JFCBS lease contract contains a military/diplomatic clause.

Types of Accommodation

Housing for HQ JFCBS members is categorized into:

- Private houses or apartments (both furnished and unfurnished);
- Rooms in private houses (furnished).

Registration

Accommodation in the Netherlands is controlled by local authorities requiring, by law, that each individual be formally registered in the area concerned. Therefore, personnel are to inform the HQ JFCBS

International Housing Office immediately after finding accommodation. This office will prepare the necessary registration certificates and present them to the local authorities and utility companies. Change of accommodation (other than that arranged by a National Support Unit) must also immediately be reported to the International Housing Office.

Rental Rules in the Netherlands

- Accommodation may only be used in accordance with its designed purpose;
- It must be left in the same condition as when it was taken over;
- At the start of the rental period a deposit of one month's rent is usually required. At the termination of the rental period the money is refunded, after subtraction of the cost of any necessary repairs;
- Unless the contract states differently, the normal term of notice in the Netherlands is one rental month. Before ending the rental contract, contact IHO for assistance.

Pertinent Facts about Utilities

- Electricity supply in the Netherlands is 50-cycle, single phase, **220 Volt A.C.** as opposed to the 60-cycle, 110 Volt used in the United States. Fittings are of the European type and differ from US standards.
- The gas used in the Netherlands is natural gas. Most of the cities and villages in South Limburg obtain natural gas from the regional gas company Essent with its main office in Roermond. For main connections, the municipal gas service company or Essent should be contacted. In most places it is possible to hire gas appliances for heating, kitchen and bathroom water at low rates. This will also include maintenance.
- Waterleiding Maatschappij Limburg provides domestic water supply. The water in Limburg is, in most locations, categorized as "hard" water. For connections, the International Housing Office will assist you.
- Private telephone and internet connection can only be installed into a private residence after an agreement has been made between an individual and the provider. The International Housing Office will provide you with all necessary information.



Billing

The utility company will charge you **every month** for the use of gas and electricity. Waterleiding Maatschappij Limburg (WML) will charge you for the use of water.

NOTE: Contact International Housing Office for connections or reconnections of utilities to assure that the right Value Added Tax exemption is included in your contract. US personnel should contact the US Housing Office of USAG in Schinnen. Supplies are normally cut off on change of occupancy until the new occupant asks for reconnections.

Internet services, Radio and Television

In addition to local radio programmes, **American Forces Network (AFN)** on FM 89.2 MHz and **British Forces Broadcasting Services (BFBS)** on FM 90.2 MHz can be received locally. Dutch television transmits many English and other foreign language programmes.

Dutch TV Channels retain the original soundtrack and use Dutch subtitles. Most local communities have a television cable system (ZIGGO). Dutch TV magazines give programme details of all channels receivable in the area.

It is important to note that **Continental, UK and US televisions operate on different systems** and receivers

may need to be adapted. **American and European video film formats** are also different as the regional restrictions for DVD players.

Most Dutch houses are connected to Cable for broadband internet, digital Television and Radio services. Over the past years many houses have been also been connected to Glass-Fiber. As a result there is a huge choice and options for internet, tv and radio. Main providers in the area are ZIGGO, Vodafone, KPN, Tele2, Online, Telfort, T-Mobile and XS4ALL.

Mobile telephone

The Netherlands is in the world's top5 listing of 4G coverage. 4G (16Mbps) coverage is provided through antenna's from KPN, Vodafone, T-Mobile or Tele2. (For the map on in-house coverage consult www.4gdekking.nl). Other providers use the antenna systems of these four providers. The newer 5G network is being tested and roll-out will start in late 2019. Mobile phone services can be contracted online or by visiting a shop of the provider. Contracts are offered with a new phone or without (SIM-only). A valid ID and an International Bank Account Number (IBAN) are required. No additional charges are made for occasional roaming in the European Union ("roam like at home"). Additional charges may be made for more permanent use abroad.






Advertorial


Get inspired at Woonboulevard Heerlen

With more than 130,000 m² of shop and showroom space in 50 specialized shops, the home improvement retail park Woonboulevard Heerlen is Europe's largest. Nowhere else will you find so many wonderful items and ideas to really make your house a home! With easy access and free parking, Woonboulevard Heerlen offers plenty to choose from, all on one site, and is well worth a visit.

Woonboulevard Heerlen is all about enjoyable shopping and finding inspiration. There is not only a wealth of furniture and interior design shops to explore, but also a huge garden centre and several specialized kitchen and bathroom showrooms. And that's not all: you can find great products and toys for babies and children, and even for your pets. The huge IKEA store on site offers endless clever ideas and products for your home. Woonboulevard Heerlen is open seven days a week for optimum shopping flexibility, and if you need a break, why not relax and have a drink and a bite to eat at one of the cosy eateries.


Exploring the many shops and showrooms is sure to give you plenty of new ideas on how to make your home even cosier. You can also ask for help and advice from the professionals in each shop. Woonboulevard Heerlen regularly hosts a variety of interior design activities and other events such as workshops and interior advice sessions. Visit the website woonboulevardheerlen.nl for all the events and dates, and start getting inspired!






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Tuesday to Friday	09.30 – 18.00
Saturday	09.30 – 17.00
Sunday	12.00 – 17.00

Open every last Sunday of the month

We offer taxfree options, please ask our advisors.

Our staff are fluent in English.
 Man spricht Deutsch.



Amenities

General

The international community Headquarters Allied Joint Force Command Brunssum (HQ JFCBS) offers a wide range of tastes in recreational, sporting and social activities. All of the latest information on Morale & Welfare activities functions can be found at www.jfcb Brunssum.com . You can also check out the latest activities and events on our Facebook page. ‘JFC Brunssum Happenings’.

Child Care

Child care is available right here on base and is open to all NATO nationalities. This service is operated by United States Army. Child and Youth Services can be reached at +31 455 26 2575/3004.

Facilities

MW Branch provides a wide range of facilities for our NATO JFC Brunssum community. In addition to these, there are also concessionaires who offer tax free shopping, insurance, banking, hairdressing, wellbeing, rental car, rental phone and catering services within the base.

AON Insurance for Vehicles and Property

HQ JFCBS personnel have at their disposal a full service insurer right here in our Mini-Mall. This service provider is fully aware of the service members’ insurance needs in the Netherlands. For your convenience all their policies are written in English. They can be reached at +31 455 26 2492. Opening hours: Monday - Wednesday 08:30-12:30 & 13:30-16:30 (walk-ins) Thursday and Friday mornings by appointment.

ABN Amro – Dutch Banking

ABN Amro is one of the largest banks in the Netherlands, and provides their international clients with services fully in the English language. In the Netherlands, utilities and rent are required to be paid through a Dutch bank account. For your convenience, their services are available to you right here on base. ABN Amro’s International Clients Team is available by appointments to open an account and current customers are always welcome to walk-ins for assistance.

- Office address: NATO, Rimbürgerweg 30 - 1st floor Building H603, 6445 PA, Brunssum
- Post address: Rimbürgerweg 30 - 1st floor Building H603, 6445 PA, Brunssum
- Opening hours: Monday to Friday from 9am to 5pm (in March, June, July, August and September). Tuesday to Thursday from 9am to 5pm (January, February, April, May, October, November and December).
You can reach them at +31 (0)45 526 4040.

There is an ABN Amro ATM for deposits and withdrawals in the Mini Mall.

The JFC Brunssum Fitness Centre

From the moment you step into the JFC Fitness Centre, you’ll discover we’re so much more than just a gymnasium. You’ll make new friends from across the spectrum of NATO nationalities and find a range of activities to accommodate all levels of fitness ability, experience and sporting prowess. Our friendly and knowledgeable instructors are on hand to assist you in your personal goals and training objectives, be it group exercise classes or personal training, there is something for everyone. The facility is open to all NATO ID card holders and their dependents over the age of 18. For dependents between the ages of 13 and 17, adult supervision is required, so please contact the Fitness Centre at +31 (0)45 526 3170.

Normal opening hours: Monday-Thursday 09:00-17:00
Fridays 09:00-15:00
Closed on NATO Holidays



Like us on Facebook at 'JFC Brunssum Sports and Recreation' and visit us on our website: www.JFCBrunssum.com

Outside Normal Working Hours Use

The Fitness Centre is available for use Outside Normal Working Hours (ONWH) to authorized users. Personnel must attend an ONWH Fitness Centre safety and registration brief and pay a deposit for their ONWH key fob. Briefings are conducted at the fitness centre by appointment. For more information call +31 (0)45 526 3170.

Eligibility: Active duty military personnel, NATO civilians and dependents **aged 18 years and above** are authorized to use the Fitness Centre ONWH.

Sports Complex

The HQ JFCBS Sports Complex (also referred to as “the

Slag Heap”), has eight fields available for soccer 5-a-side, field hockey and rugby. There is a 400 meter track, two shower rooms and changing facilities near the main pavilion. There are also a long jump pit, two baseball fields and a horseshoe pit. A major attraction at the Sports Complex is the covered barbecue area, which has large grills and bench tables. There is plenty of space for groups, clubs and individual families to picnic and socialize in the fresh air. Lighting, electrical outlets and tap water are also available. The Sports Complex plays host for many events each year, and our facilities are also available to rent for private parties. Bouncy Castles and other equipment are also available for rent. Contact us at +31 (0)45 526 2055, via “JFC Brunssum Sports and Recreation” Facebook page or on our website www.JFCBrunssum.com.

HQ JFCBS Clubs and Activities

As well as the many community activities and





recreational facilities provided by HQ JFCBS Base Support Group, there are numerous HQ JFCBS member run clubs and societies available.

Some current clubs available for participation:
International Boys Scout Troop, Scuba Diving Club, Girl Scouts, JFC Golf Society, JFCBS Music Club, Allied International Marching Team, International Spouses Club, JFC Brass Band, Volunteer Instructors Club, Sailing Club, Shooting Club, Orcas International Swim Team, Triathlon Club, Tri Border Walking, JFCBS Martial Arts & Self Defense Club, Hispanic Tri-border Club, Alliance Players, JFC Jiu Jitsu Club, Others Ranks Association (Enlisted), Civilian Staff Association (CSA), Allied Officers Association.

Further details may be obtained from the Morale & Welfare Activities Branch at +31 (0)45 526 2626.

Swimming Pool

Located next to the library our **modern, heated, indoor swimming pool and toddler pool** accommodates a wide range of swimming activities including: lap, delegation, parent with toddle and public swimming sessions. Aqua aerobics, aquacise and swimming classes are also available. Schedules for classes can be found at the Swimming Pool office and at www.jfcbunssum.com/physical/swimming-pool/.

There is a popular large inflatable toy session on Saturdays for family fun when weather and personnel permits. The complex also boasts a sauna facility allowing patrons to unwind and relax after a hard swim or while the kids are in lessons. The pool facility can be rented out for adult and children's parties, swimming based event and private sauna sessions. For more information please contact +31 (0)45 526 3172.

The most up to date information can be found on the "JFC Brunssum Sports and Recreation" Facebook page or on our website www.JFCBrunssum.com.

Rationed-Items Store

The JFC Brunssum Rationed items and tax-free shopping

store is operated by B&S, and is available for use by entitled personnel. A percentage of every sale in the store is returned to Morale & Welfare activities to reinvest in the community.

B&S completed a remodel of the store in 2017, and stands by to assist you in making Brunssum your home. They have a wide variety of alcohol, tobacco, luxury items and other tax free goods to meet all your shopping needs. B&S offers additional catalogue sales for larger items not found in the store. Just ask a store associate for assistance.

Through an agreement with the Car Craft Centre, you can purchase tax-free tires through the B&S and have them mounted on your car here on base. Contact the store associate for details.

Throughout the year, B&S Central Store organizes events for its customers and is always seeking to provide you with a taste of home.

The B&S Store can be reached at +31 (0)45 526 4016 or you can visit them online at www.bs-centralstore.com.

Car Rental, Airport Shuttle Service and Car Cleaning

Car rental and airport shuttle services are readily available on base through CCS Corporation. Named for their car rental and communication service packages but they offer so much more than just what is in their name.

Conveniently located on base, their fleet of modern vehicles is ready for your use or to get you to and from the airport in a no-stress, relaxing environment. They also offer full cleaning and detailing services for your personal vehicle, whether it just needs tidying up or it is being shipped internationally. If you, your family members or your visitors need a short term mobile rental or need a long term contract for your tour in the



Netherlands, CCS can assist you in selecting the best plans and in setting up your services without the stress of shopping on the local market.

You can contact CCS at +49 172 61 21 796 or visit their website at www.car-rental-brunssum.com.

Library

The HQ JFBC Library provides books, audio books, language videos, DVDs, maps and newspapers. They also provide some of these materials in different languages. Interlibrary loans are also available. There is a children's area with books in English, Dutch, French and German. The HQ JFCBS Library is located in the Mini-Mall. Services are free for HQ JFCBS, USAG Schinnen Benelux, NATO Geilenkerchen personnel and their family members.

Commercial internet connections are also available, and the library subscribes to several on-line databases for reference and research. The databases are available through the library homepage: www.library.eur.army.mil.





The library offers a free wireless hotspot for your use. **A new multi-purpose room is available** with 10 chairs and two tables. It can be used for classes, meetings, watching satellite TV or playing video games on the included Wii System. You will find a white board, TV set, a projector, DVD player, game console and wireless internet.

For reservations please call HQ JFCBS ex 2669 or 2469 (commercial 045-526-2669 or 045-526-2469).

JFCBS Library operating hours:

Sunday and NATO Holidays – closed

Monday - Tuesday 10:00 to 19:00

Wednesday - Friday -10:00-18:00

Saturday – 10:00-15:00

Susanna's Barbershop and Unisex Hairdressing (Bldg. 604)

A beauty shop for men and women is located in the Mini-Mall and it is operated by a concessionaire. Our hair styling salon can provide you with anything from the basic regulation haircut to a bit of extra glamour for that special event. The salon can be reached at +31 (0)45 526 2957.

Opening hours are Monday through Friday 08:30-17:00.





Car Craft Centre (Bldg. 402)

The five-bay Car Craft Centre offers a wide range of equipment for do-it-yourself automobile enthusiasts. It also offers a drop off service and is conveniently situated in building 402, HQ JFBS. The shop can assist with your minor automotive needs. It is equipped with a large variety of general and specialized automotive tools. Computer analyzers are available to perform diagnostic tests. A welding bay is also available. The car Craft Center is basically a do-it-yourself workshop. However, a master mechanic is available to perform oil changes, brakes, wheel balancing, gas welding, steam cleaning and headlight adjustments. Attendants can provide you with a wealth of international technical automotive advice on almost any job.

Assigned personnel with the exception of Dutch nationalists, due to local laws, can receive their annual vehicle registration (APK) right here on the base. More information can be found at our website www.JFCBrunssum.com or you can call them at +31 455 26 3173.

Arts & Crafts Centre

The HQ JFCBS Arts & Crafts Centre offers art workshops, classes, social events and birthday parties as well as a large selection of custom framings.

While the frame shop offers a professional product done for you at a better price than downtown, we can teach you to do it too. Additionally, our resident artists regularly host workshops and social events for all ages in painting, drawing, ceramics, or any other artistic endeavor you'd like to try. Use of the ceramics facility requires an introductory class to familiarize you with the techniques and equipment needs to safely engage in the craft. Our frame shop also offers a variety of farewell gifts which include plaques, coins and more.

For more information visit our JFC Brunssum Arts and Crafts Facebook page or call us at +31 455 26 2454.

Language Course

Language classes are offered in English, French, Dutch, German, Spanish and occasionally Italian for personnel and their families. For more information and to check out the schedule of our current offerings, you can call the Program Coordinator at +31 642 56 3731, visit our website at www.JFCBrunssum.com or send an email to languageprogram@jfcbrunssum.com.

Alliance Theatre

The Alliance Theatre seats 365 people and regularly offers Friday and Saturday movies at a fraction of the cost compared to off-base theaters. We pride ourselves on showing first-run-new releases each weekend, and sometimes we'll show classics as well.

The theatre is also available for private bookings. Throughout the year it hosts many birthday parties, school events, plays and sometimes the JFC Chapel offers free movies on Sundays. We highly encourage everyone to use the Alliance Theatre as a means to support our community. For information about private bookings call +31 455 26 3019 or ex. 2110.



General Eisenhower Hotel & International Conference Center

The General Eisenhower Hotel and International Conference Center (ICC), is located just outside the main gate to the east of Hendrik Camp.

The hotel offers 20 modern rooms at better rates than you will find off-base.

Each room includes a microwave, refrigerator, Free Wi-Fi and Satellite TV.

The ICC has **Reception Rooms for private and official functions** and is open to all members of the HQ JFCBS community including National Support.

Late night and weekend check-ins are available

Opening hours are:

Mon-Thurs 08:00-17:00

Friday 09:00-15:00

Email: JFChotelconfcenter@outlook.com

Phone number: +31 455 26 3188

Other Ranks Association

The Other Rank Association (ORA) purpose is to enhance community spirit through organized activities. The ORA is open to all services and all nationalities (and their families) who are Non-Commissioned Officer (OR-4 and above), Civilian Grades up to B5, Local Wages Rate (LWR) civilians with equivalent status serving JFC Brunssum and Retired persons (plus spouses/partner only) who were active members at their time of retirement.

Full membership is automatically granted to eligible personnel upon arrival on posting to JFC Brunssum at no cost.

Civilian Staff Association

Brunssum Civilian Staff Association (BCSA) Membership is open to all NATO International Civilians assigned to the Headquarters and other entities under JFCBS administration.

Miners' Rest

The Miners', operated by Sodexo, is found on the ground floor of J-wing in Building H-106 and is in an unclassified area. It is accessible to anyone with base access including dependents. They offer breakfast, lunch, and a-la-carte snack service along with coffee and refreshments throughout the day. They are open Monday through Friday 8:30-15:00 (breakfast - 08:30-11:00, lunch - 11:30-14:00). Sodexo is also available for catering for official and private events. The Sodexo staff can be reached at +31 455 26 2925. Please note that payment is only possible with card.

Alliance Restaurant

The Alliance Restaurant is mainly for official events but the delegations can utilize it with a small rental fee agreement. It is co-managed by Sodexo and the Morale & Welfare Branch. Sodexo can provide assistance with catering, food and beverage support. Remember that during high-operation time periods at the command military official functions have priority. Contact Sodexo at ex. 2925 for more information.

Club 13 (Bldg 201)

Club 13 may be used by All JFCBS AMIS ID card holders for military functions, personal parties, hails and farewells and other events. It is located on the ground level of Building 201 (opposite the Alliance Restaurant). The facility includes a wet bar so it is very convenient for small meetings, conferences and gatherings. For information contact Morale & Welfare Branch at x3019 or 3299.



Rolduc Abbey Kerkrade: Hotel, Restaurant & Conference Centre

One of the Dutch UNESCO top 100 monuments

A stay over in Rolduc Abbey is an historical experience. The impressive abbey complex was founded in 1104. Over the years, it became the largest abbey complex of the Benelux and one of the Dutch UNESCO top 100 monuments.

Nowadays, Rolduc Abbey is a hotel, restaurant and conference centre. It's situated in the hart of the 'Euregio'. Surrounded by the beautiful nature of the 'Worm' valley, the 'Anstel' valley and the 'Brunsummerheide' and only minutes away from the centre of Kerkrade and from cities like Heerlen, Brunssum, Valkenburg, Maastricht and Aachen, the abbey offers a perfect combination of silence and adventure. While some guests can enjoy the peace and quiet inside the abbey's walls during an overnight stay or a conference, others can take part in the numerous activities the surroundings have to offer.

Rolduc Abbey has 160 hotel rooms in two categories: economy rooms with shared bathroom and comfort rooms with private bathroom, TV and telephone.

In the abbey's stylish restaurant 'Kloosterbrasserie de Kanunnik' you can enjoy lunch, a la carte dinner or a menu. Our kitchen chef also prepares delicious buffets and dinners for groups during conferences and parties in one of our many beautiful spaces.

Rolduc Abbey has 16 conference rooms for 4 up to 450 people. We offer different



Admission: Free
Parking: Free
Web address: www.rolduc.com

Telephone: +31 (0) 45 546 6888
E-mail: info@rolduc.com
Address: Heyendallaan 82, 6464 EP, Kerkrade

conference packages (including lunch and/or dinner), audiovisual equipment, free Wi-Fi and a large free parking lot.

The idyllic abbey is an unique place not too far away from home for friends and family to stay over or to have a cosy family dinner. Or what about a staff party or a different kind of business meeting? Rolduc Abbey will definitely surprise you!

Please contact us to learn more about our loyalty program with special rates for individual and conference bookings.



Clubs



NATO Tri-Border Sailing Club

Are you interested in sailing or learning how to sail? The NATO Tri-Border Sailing Club is looking for new members to join us on the water. The club has a variety of boats for beginners to the sport as well as advanced sailors. One low membership cost allows unlimited use of boats throughout the season at our beautiful sailing location in Roermond, Netherlands. Training is also available. Our sailing season runs from approximately April-October. The prices for annual membership are as follows:

- Single Membership €140 - Allows 1 authorized and qualified sailor to utilize any boat with guests and/or family members aboard
- Family Membership €200 - Allows all qualified members of a family to utilize the boats

Both memberships include:

Unlimited usage of the boats for the entire sailing season. Use of the modern & clean facilities at the Hatenboer Marina (showers, WC, restaurant, bar). There is free usage of sailing jackets, wetsuits & life preservers NATO Tri-Border Club Boats

- 420's (double-handed sport boats)
- Dutch Stockpaards (easy to sail family boats)
 - 420's (double-handed sport boats)
 - Laser & Laser II (single or double handed sport boats)
 - Toppers & Optimists (kids sailing dinghies)



JFC Brunssum Tri-Border Walking Club

The JFC Brunssum Tri-Border Walking Club established in 1977 is one of the several clubs that come under the umbrella of Family Support and Morale and Welfare Branch of the Base Support Group. The club is a recreational “wandeltocht/volksmarch” club for the NATO military and civilian personnel and their families in the Tri-Border community. Members participate in these walks in the Netherlands, Germany and Belgium.

Our primary objective is to get together internationally in a spirit of goodwill and camaraderie to promote good health, recreation and fun while developing physical fitness.

The most common distances offered are 5, 10, 15 and 20 km. Routes can be through urban, rural or wooded areas but many are a combination of all three. Virtually all routes are scenic and there is no better way to see and experience the local countryside.

Members participate in various walks that are organized by local clubs and some that are organized by our own Walks Coordination Member. Membership fees are €20 for an individual membership or €35 Euro for a family membership for the duration of your tour. NATO personnel and their families affiliated with the military bases in the tri-border area are eligible to join.

To request a membership form you can contact the Membership Member at: triborderwalking@hotmail.com

We are always looking for new members and people willing to serve on the executive committee. Please express your interest and we would be happy to have you on board. So make the most of your time in Europe enjoying the beautiful scenery and good company while keeping fit at the same time.



German National Team (GNT)

Activated in 1985 by a few soccer fans, the GNT has become a well-established element at JFC Brunssum. Obviously our main focus is on the “most beautiful pastime in the world” – soccer. However, we do not care much about the playing abilities of our members. Regular soccer practice on the NATO sport fields and at the Kerkrade Sportsdome during the winter time and participation in soccer tournaments throughout the year integrate the individuals’ abilities, form the team and helping developing the formidable team spirit among the members. Having fun is our main objective! Everybody is kindly invited to join us.

The GNT includes both “active” and “passive” members – mostly soldiers from all ranks and alumni. Whether they prefer to actively play soccer or to organise and attend social events – that’s our members’ choice.

Besides participating in tournaments or competitions organized by sports clubs or other groups, the absolute highlight is the organization and execution of the annual JFCBS Small Pitch Soccer Tournament each August under the patronage of JFCBS COM.

The event underlines that the soccer culture is colorful and does not distinguish between cultures, religion and languages. A special match between teams from the Headquarters and the community of Brunssum is also part of the program to punctuate the very good relationship with our hosts. Besides soccer the tournament also features a large entertainment program including a raffle, a live act and disco nights. Food and drinks will be served at all times. It is also a charity event. All revenues will be donated.

In case you are interested, please feel free to join us. Additional information will be given to you at the DEU Delegation.



International Club

The International Club (IC) is made up from members of all HQ JFCBS / NATO nations. Our goal is to provide a social outlet, and offer activities throughout the year. In addition to the social and cultural trips part of the Club, the IC raises money for deserving charities from the International Community. The charities are registered charitable organizations that do not receive any major government sponsorship, nor have professional fund raising support.

Last year, the IC raised over 40,000 Euros that were awarded to deserving charities.

The annual registration is open to all NATO ID cardholders and the fee is 10 Euros.

If you wish to contact one of our clubs, you can find every club’s contact details at www.natone newcomers.com.



The AFCENT Schutters SV

The AFCENT SCHUTTERS shooting club is a recognized club founded by the former Allied Forces Central Europe (AFCENT) in September 1971. Today it is one of the clubs sponsored by HQ JFCBS.

The aim of the club is to provide facilities, equipment and service in the field of sport shooting. The club offers the opportunity to keep and improve shooting skills with several kinds of privately owned weapons as well as shares the knowledge of weapons in general. AFCENT SCHUTTERS encourages and provides the means for members of JFC HQ Brunssum to practice their shooting skills for their upcoming deployments. The AFCENT SCHUTTERS participates in national and international shooting competitions all over Europe. If you are interested in sport and military shooting, just join us every Thursday at shooting range in Kerkrade at 19.00.



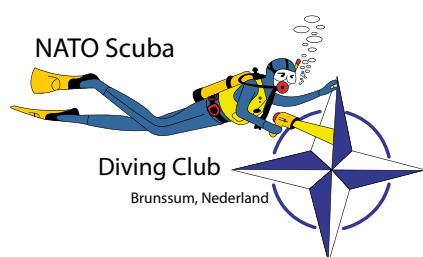
JFC Golf Society

The JFC Brunssum Golf Society is open to all NATO personnel and their dependants. The Society has their membership at the Brunssumerheide Golf Club, providing unrestricted access and unlimited play to all five courses: Par-3, Green, Yellow, Red and Blue courses.

The annual competition program begins in April, runs through October and is a relaxed, fun environment that is based on full handicaps. The Society typically runs two competitions each month, alternating between Stableford and Strokeplay formats.

However, we sometimes adjust these formats based on member feedback. We also host a Greensomes competition and have held competitions based on level of interest. Our annual away competition provides an opportunity to play golf at a local destination (e.g., UK, France, Belgium) over several days.

<https://jfc-golf-society.webnode.com/>



NATO Scuba Diving Club Brunssum

The NATO Scuba Diving Club has been around at Brunssum for longer than any of us can remember and provides a friendly environment for staff and their dependants from Allied Joint Force Command Brunssum and other NATO bases nearby, including the Air Base Geilenkirchen.

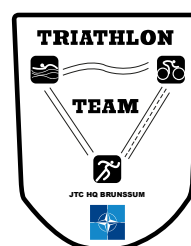
We are all club members to enjoy the exiting sport of Scuba Diving. Our club provides training from taking the first steps to the highest levels using the well established British Sub Aqua Club training programme. The initial training conveniently takes place in our indoor swimming pool, where we meet every Monday evening, and family groups are especially welcomed.

We also have members from just about every NATO nation, so you are likely to meet fellow countrymen in the pool! In principle training is given in English, but our instructors can also assist in other languages. Normally diving is an expensive sport at the beginning but thanks to the wonderful facilities we find here, we can provide all of the equipment and training to get started, all for a very reasonable cost.

And once qualified, your diving qualifications will be recognised worldwide. There is more than just training in the Club and we organise diving trips to local sites, the Coast of Holland, and further field to Egypt, France and so on. People consider summer season to be the only time a year to go out in the water, but why spend valuable days of your holidays learning to dive when you can relax in the warm pool during the winter months learning the principle safely and thoroughly and then be ready to go diving on your first day in the sun?

You can surely also enjoy the atmosphere and 'absorb' more about diving than you would on a holiday course

Hopefully, you will enjoy it so much that you will continue with the Club. Bring your swimming kit with you and we should be able to give you a 'try dive' in the pool. BUT, a word of warning, once you have tried it, you WILL be hooked, resistance is futile!!



Triathlon Club

The Joint Force Command Brunssum Triathlon Club, called NATO Triathlon Team Brunssum (NTTB) was born on 11 March 2009 and is growing ever since. The club builds a perfect platform for all members to share their passion for triathlon. Our main aim is to pass on knowledge and experience gained as an athlete or as a trainer and to open this tremendous sport to everyone by accompanying new members during their first triathlon attempts. We are always looking for new members, regardless of your fitness or level of ambition. So feel free to contact us.

Our Aim

The aim of the club is to pass on our knowledge and experience as well as expertise as athletes and trainer/coaches. This could include advice for individual training schedules, guidance for nutrition as well as training programmes. Please be aware that our aim is to attract members from the entire community and not only for professional athletes.

As an official JFCBS Club, we would like to take part in events and competitions, hopefully with an inter-national team. For that purpose we always prepare an annual plan and we are open to suggestions. The club can also provide assistance and guidance for individual planning, for things such as filling in application forms for competitions abroad or even arranging military accommodation in Germany. For all interested in joining the club it is important to know that there is only a minor fee of 15 Euro per year.

If you wish to contact one of our clubs, you can find every club's contact details at www.natonewcomers.com.

Medical Services in the Netherlands



Health Insurance

A long-term assignment abroad can have a big influence on your Health Insurance in the home country. Reimbursement for medical treatment will probably change or the contract between the contractual partners might even come to an end, if special arrangements were not made before the start of the assignment. Therefore every soldier/employee of HQ JFCBS should talk to his Health Insurance Provider to clarify the conditions of the contract regarding the coverage of medical costs, for themselves and family members.

It is also recommended to talk to the national Health Care Authorities of their home country regarding this before moving into the Netherlands. The costs for "inpatient treatment" should be discussed and fully understood. **For all European Nations some guidelines for Social Security (medical matters) do exist**, which are in effect for the Troop Contributing Nations (TCN). All personnel should contact their National Medical Centre, if available, to ensure that they are registered appropriately. Once again, soldiers and employees of HQ JFCBS, coming from European Union countries, should seek to gain all the information and regulations about reimbursement for medical costs from their government. Dependents of soldiers and employees of the HQ JFCBS, coming from EU Countries, have to apply for an E-106 - standard form from their national Health Insurance Provider. This standard form must include all eligible insurance policyholders

and has to be brought to the nearest local Netherlands Health Insurance Provider: **CZ/Central Ziekenfonds: Wilhelminastraat 39, 6131 KM Sittard, tel: in general: 046-4595656 / accounting clerk: 046-4595038.**

The Netherlands Health Insurance will register the person and give a Health Insurance Card to each insurance policyholder. With the above-mentioned Health Insurance Card all costs of Primary Health Care will be covered. Excluded from the services are Dental Care and Physical Therapy. Dependents of German soldiers that are not insured in an obligative health insurance will have to pay cash and are refunded by their government afterwards.

Dependants 18 or older, attending school, apprenticeship, or unemployed have to join the Netherlands Health Insurance at their own cost. The E-106 standard form of the home Nation will not cover them. In case of any employment in the Netherlands a mandatory membership in the Netherlands Health Insurance is a legal requirement. Furthermore European Health Insurance Providers offer a European Health Insurance Card (EHIC) that is provided for travelling through European Countries. It covers though emergency care only. Each TCN has probably made arrangements with several European countries and such cases should be discussed with the Health Care Provider of the home country as well, before starting a "private journey".

Even if arrangements were made between the sending Nation and the Nation people are travelling in, in some cases they will be charged in cash. This fact should be discussed with the National Health Care Authorities of the home country, as well. There is also a big difference between the Nations in the total costs covered. Additional temporary insurance might be recommended depending on what is covered and what responsibility falls on the individual service member.

British Medical Services at HQ JFCBS

Medical:

British Medical Centre
Tel: 045-526-3246

Dental:

British Dental Centre
Tel: 045-526-2293

Emergency and after hours care is to be provided at local hospitals.



Dutch Medical Services at HQ JFCBS

Medical:

Dutch Medical Centre (H-308)

08:00 – 12:00 and 13:00-17:00

Tel: 088-950 2717 (option 1 for emergencies, option 3 for reception)

German Medical Services at HQ JFCBS

Address: Brunssum,

Akerstraat 57

Physician Orderly Room: tel. 045-526-2330/2363

Dentist Orderly Room: tel. 045-526-3147

The German physician is responsible for German military personnel only. The German Dentist has permission to treat soldiers and their dependants, if capacity allows him to do so.

The service of the German Dentist is not free of charge for other nations or any dependants.

US Medical Services at HQ JFCBS

Medical care for US personnel is provided at Geilenkirchen NATO AB, Germany. You can register to book medical appointments online by visiting www.tricareonline.com, or you can call the appointment line at +49(0)2451-99-3200.

Dental Services:

Please visit www.tricaredentalprogram.com for more information, or call the Dental Clinic at +49(0)2451-99-3535.

US Military TRICARE:

For more information, please call the TRICARE Service Center at +49(0)2451-99-3400, or visit the website at www.europe.tricare.osd.mil

Nurse Advice Line: 00800-4759-2330

Open 24/7, including holidays

Dutch Medical Services/artsen, huisartsen

In the Netherlands your general practitioner will guide you through the Health Care System. They will decide whether you need to go to hospital or to a specialist. In cases, which are not life threatening, it is mandatory that patients first contact a general practitioner. You can find local general practitioners by using the www.goudengids.nl website, searching for: artsen-huisartsen. You can search using your postcode on

www.artsenzorg.nl. You are strongly advised to get in contact with a general practitioner in the vicinity of your home in the Netherlands soon after your arrival. In case of a serious accident or life threatening medical emergency call 112 for an ambulance.

Weekends and Dutch Holidays (24 hours a day):

At the weekend, on Dutch holidays and after work from 17:00 till 08:00 hours the medical emergency service should be used for sickness and minor diseases when the local general practitioner can not be reached. In the region of Limburg there are three points of contact in charge, depending on where you live: **Heerlen, Sittard and Maastricht**. They are located directly in the hospital or in a building right next to the hospital. At these places you will always find a general practitioner, who will decide what follow up strategy might be useful in your case.

Southeast Limburg Night Care Heerlen:

Spoed Plein Zuyderland

Henri Dunantstraat 5 ,

6419 PC Heerlen

TEL 045 - 577 88 44

Southwest Limburg - Huisartsenpost Maastricht:

Address: P. Debyelaan 25,

6229 HX Maastricht

(at the hospital Academisch Medisch Centrum Maastricht)

Tel. 043-3877777

Sittard - Huisartsendienst Westelijke Mijnstreek:

Address: Dr. H. van der Hoffplein 1,

6162 BG Sittard-Geleen

(at the Hospital Zuyderland Medisch centrum Sittard, next to First Aid "Spoedeisende Hulp")

Tel. 046-4009925



Pharmacy / apotheken in the Netherlands

Information about local pharmacies can be found on the internet: www.detelefoongids.nl
 enter “apotheek” and your town and the page will show contact details of nearby pharmacies.

Outside working hours there are pharmacies open located in or near the three main hospitals:
 Heerlen: Apotheek OZL, Henri Dunantstraat 5, 6419 PC Heerlen ,
 Tel. 045 – 574 10 04 www.dassenburchtapotheek.nl
 Sittard: Dienstapothek Westelijke Mijnstreek, Dr H. Hoffplein 1
 6162BG Geleen, Tel. 046 – 410 54 26 , www.dienstapothekwm.nl
 Maastricht: Apotheek MUMC+ , P. Debyelaan 25, 6229 HX
 Maastricht, Tel. 043 - 387 17 50 www.apotheek.mumc.nl

Midwives / vroedvrouwen in the Netherlands

Midwives, nurses and physicians will provide every necessary support to you and your families. Midwives in the Netherlands are well known for their professionalism. They work closely with general practitioners, gynecologists and hospitals.

Physical Therapy / fysiotherapeuten in the Netherlands

Information about Physical Therapists can be found in the Gouden Gids (www.goudengids.nl). Just select the region you live in and there will be a map shown in the Internet that will direct you to the location.

Dentist/ tandarts in the Netherlands

It is recommended to talk to your national Medical Health Care Provider about the coverage of the costs before getting dental treatment.

Dentist De Vries
 Akerstraat 91,
 6417 BK Heerlen
 Tel: 045-5714552

Dentist Schoffelen
 Op de Vaart 9
 6444 AH Brunssum
 Tel: 045-5252797

Dentist Veugen
 Pastoor Habetsstraat 63A
 6217 KL Maastricht
 Tel: 043-3431339

Consultation Office for Children 0-4

Brunssum 045-5645383
 Heerlen 045-5635483
 Maastricht 06-11874161

Youth Health Centre for Children 4+

GGD Herleen 045-8506666

Hospitals in Germany (close to HQ JFCBS)
 In case you have or want to use German medical facilities, the following options are open to you:

Geilenkirchen

Address: St. Elisabeth-Krankenhaus,
 Martin-Heyden-Str. 32, 52511 Geilenkirchen, tel.0049-2451-622-0
 Areas of expertise: internal specialist, surgery, emergency surgery and orthopedics, ear-nose and throat, anesthesia and intensive care

Heinsberg

Address: Städtisches Krankenhaus Heinsberg,
 Auf dem Brand 1, 52525 Heinsberg, tel.0049-2452-188-0
 Areas of expertise: internal specialist, surgery, emergency surgery, gynecology and midwifery, anesthesia and intensive care. Ear-nose, throat and ophthalmology/eye surgery only on call.

Aachen:

Address: Uniklinikum der RWTH, Pauwelstr. 30, 52074 Aachen
 University hospital with all areas of expertise, tel. 0049-241-800
 Admission to hospital on weekdays:
 From 08:00 to 16:00: each hospital in Aachen!
 From 16:00 to 08:00
 Monday: Luisenhospital,
 Boxgraben 99,
 tel: 0049-241- 4140
 Tuesday: Universitätsklinikum,
 Pauwelstraße 30,
 tel: 0049- 241- 800
 Wednesday: St. Franziskus Krankenhaus,
 Morillenhof 27,
 tel: 0049-241- 75010



Thursday: Marienhospital,

Zeise 4,

tel: 0049- 241- 60060

Friday: Universitätsklinikum, Pauwelstraße30,

tel: 0049- 241- 800

Admission to hospital on weekend:

1st week: Luisenhospital

2nd week: St. Franziskus-Krankenhaus

3rd week: Universitätsklinikum Aachen

4th week: Marienhospital

5th week: Universitätsklinikum Aachen

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HOENSBROEK

Kouvenderstraat 87, T: 045-521 28 15

LANDGRAAF

Streeperstraat 68-70, T: 045-820 09 10

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MilitaryDiplomaticTaxFreeCars.com
ceo@MilitaryDiplomaticTaxFreeCars.com
direct lines: 0031 646855537



International Schools

General

Children of HQ JFCBS members attend mainly two international schools. AFNORTH International School in Brunssum or United World College in Maastricht (located about 30 km from the HQ JFCBS).

In Brunssum

AFNORTH International School

Address: Ferdinand Bolstraat 1

6445 EE Brunssum

www.afnorth-is.com

E-mail: ais.directorate@eu.dodea.edu

Tel.: +31 (0)45 527 8221

Fax: +31 (0)45 527 8233

AFNORTH International School Brunssum (AIS) provides private education for pupils from 3 to 18 years of age. We serve the **military communities** in and around Brunssum, The Netherlands.

Four nations sponsor the school: **Canada, Germany, United Kingdom and United States of America**. Students from other nations may be admitted on a tuition-paying basis. The AIS staff is sensitive to both the special needs of our transient student population and the advantages inherent in this **unique school** setting. Parents may select an education in either the **English or German** language. There is also a French first language program available. AIS is registered and accredited in each owning nation. The program is regularly inspected by educational authorities from each owning nation. The diplomas which our high school students earn are accepted by **European and North American universities** and colleges.





In Maastricht

United World College Maastricht

Address: Discusworp 65

Postal Address: 6225 XP Maastricht

The Netherlands

Tel: 00 31 43 241 0410

PO Box 1187

www.uwc-maastricht.com

UWC Maastricht caters to around 900 students from more than 100+ nationalities. We have welcomed the first 50 boarding students from all over the world in September 2010 and a further 50 in September 2011. United World College Maastricht (UWC Maastricht) is the thirteenth member of the United World Colleges family. Its foundation is the result of the enthusiasm and commitment of UWC National Committees in the Netherlands, Belgium, Luxembourg and Germany. Many of these Committee members are former UWC students from various countries. Together with many other supporters they are responsible for this exciting new project in the heart of Europe.

For admissions/first contact:
admissions@uwcmaastricht.nl
info@uwcmaastricht.nl





Basic Dutch Phrases & Website Links

Greetings

Hello	Hallo
Good day	Goedendag
Good evening	Goedenavond
Good night	Goedenacht
Hi	Hi/Daag
Good bye	Tot ziens
See you soon	Tot ziens

Have a nice day!

Een fijne dag verder!

Etiquette

Please	Alstublieft
Thank you (very much)	Dank je/u (zeer)
Excuse me	Neem me niet kwalijk
I'm sorry, but...	Het spijt me, maar...
That's a shame	Dat is jammer
May I... ?	Mag ik... ?

General responses

Yes	Ja
No	Nee
I don't know	Ik weet het niet
I think so	Dat denk ik
I don't think so	Ik denk het niet
Of course	Natuurlijk
True	Waar
With pleasure	Met plezier

Numbers

0	Nul
1	Een
2	Twee
3	Drie
4	Vier
5	Vijf
6	Zes
7	Zeven
8	Acht
9	Negen
10	Tien

Question words

Where?	Waar?
When?	Wanneer?
Why?	Waarom?
What?	Wat?
Who?	Wie?
How?	Hoe?
How much/many?	Hoeveel?

Days of the week

Monday	maandag
Tuesday	dinsdag
Wednesday	woensdag
Thursday	donderdag
Friday	vrijdag
Saturday	zaterdag
Sunday	zondag
day	dag
morning	ochtend
afternoon	middag
evening	avond
night	nacht
today	vandaag
tomorrow	morgen
tonight	deze nacht
yesterday	gisteren

Special occasions

Congratulations!	Gefeliciteerd!
Happy Birthday!	Fijne Verjaardag
Happy Christmas!	Prettige kerstdagen!
Happy New Year!	Gelukkig NieuwJaar!
Happy Easter!	Fijne paasdagen!
Good Luck!	Veel geluk
Enjoy the meal!	Smakelijk eten
Have a safe journey!	Goede reis!
Have a good holiday!	Prettige vakantie!
Take Care!	Doe voorzichtig!

For More Information



To learn more about **HQ JFCBS**, go to our website: www.jfcbs.nato.int/jfcbrunssum.aspx

To download the **Newcomers Guide**, go to: jfcbs.nato.int/page5925923

To read the **Northern Star Magazine**, go to: jfcbs.nato.int/page5955937

To find more about **JFCBS community activities**, go to: jfcbs.nato.int/community

To follow our **social media channels**, go to:

FACEBOOK: www.facebook.com/NATOJFCBS/

TWITTER: www.twitter.com/NATOJFCBS;

To see **HQ JFCBS photos** and videos, go to:

FLICKR: www.flickr.com/photos/jfcbrunssum/albums

YOUTUBE: www.youtube.com/channel/UCARoyLXHhVHt8M3ow8fvScQ

Tourist Offices in The Netherlands, Belgium, Germany and France:

The Netherlands Board of Tourism	www.holland.com
Belgian Tourist Office	www.belgiumtheplaceto.be
German National Tourist Board	www.germany.travel
The French Government Tourist Office	www.franceguide.com



Schinnen

ARMY COMMUNITY SERVICE

Vision

Position the Army Community Service Center at the forefront of transformation through relevant, effective, and persistent services to the military service members, civilians, and their families.

Mission

Support Operational Readiness through provision of real time information, founded in a wide spectrum of need-based services, to promote personal and professional well being in the tri-border military community.

Core Values

Respect for worth and dignity of individuals
Excellence in customer service
Integrity in leadership
Knowledge and professionalism

ACS Programs & Contact Numbers

Opening hours Mon-Fri 0830-1730, Bldg. 8, First Floor
Commercial Number +31(0) 45-534-0XXX
Email: usarmy.schinnen.id-europe.mbx.dhr-acs@mail.mil

Information & Referral	597-4243
Fax	597-4243
Relocation Readiness	597-4243
Financial Readiness	597-4239
Army Emergency Relief (AER) Voice Mail	597-4239
Army Volunteer Coordinator	597-4243
Family Advocacy Program (FAP)	597-4245
FAP Victim Advocate	597-4246
Domestic Violence Hotline	061-321-6737
Exceptional Family Member Program (EFMP)	597-4243
New Parents Support Program (NPSP)	597-4243
Army Family Team Building (AFTB)	597-4243
Army Family Action Plan (AFAP)	597-4243





ARMY COMMUNITY SERVICE

ACS assists commanders in maintaining readiness of individuals, families, and communities by developing, coordinating, and delivering services which promote self-reliance, resiliency, and stability during war and peace. The ACS center on this installation provides a wide range of services designed to assist your unit in maintaining a high state of readiness. Our goal is to ensure that your soldiers and their families are ready for deployment at any time. Among the services offered by ACS are:

- Army Emergency Relief (AER)
- Army Family Action Plan (AFAP)
- Deployment and Mobilization Readiness
- Employment Readiness
- Exceptional Family Member Program (EFMP)
- Financial Readiness
- Family Advocacy Program (FAP)
- Information and Referral
- Relocation Readiness
- Volunteer Opportunities

We Serve:

Active duty members, Civilian Employees, Spouses, Retirees, Surviving Spouses, and Family Members (to include youth)

Local Training:

- FRG Training
- employment Training

Some Class hours qualify toward 4 Promotion Points Plan offered by ACS.

POC: Army Volunteer Corps Coordinator (AVCC)
DSN: 597-4243
Civ: 045-534-0243

INFORMATION AND REFERRAL

Information and Referral

Information and Referral provides helpful consumer information about the local area. Outreach on and off

post, resources for special needs and as a liaison with PERSON/medical and educational services.

Basic Services:

- Intake & Referral Services
- Community Resources Directory

Local Training:

- Cultural Adaptation Training
- Living in the Netherlands Training

POC: I&R Coordinator
DSN: 597-4243
CIV: 045-534-0243

MONEY MATTERS

Financial Readiness Program (FRP)

The Financial Readiness program offers a wide range of services to assist soldiers and their families to live within their means and invest for the future. Emphasis is placed upon money management, proper use of credit, financial planning for deployment, transition and relocation, insurance, and check writing principles.

Basic Services:

- Financial Counseling and Budgeting *
- Consumer Affairs Information
- Thrift Savings Plan (TSP)
- One-on-one Understanding Local Bills and Unit Visits

Local Training:

- How to information:
Prepare for deployments - Read your Dutch bills
Survive Overseas with the Euro - Credit Repair Phone & Internet Options - Coupon Exchange

*Class hours qualify toward 4 Promotion Points Plan offered by ACS.



Army Emergency Relief (AER)

AER is a non-profit organization which provides emergency loans to soldiers in crisis. Financial assistance is generally for emergency food or travel but may be available for essential POV repairs, insurance, rent, or utility bills. In addition, AER has information available on educational financial assistance. Although AER is a private non-profit organization, its mission is solely to help Army personnel and assistance organization and a key element in “helping the Army take care of its own.”

POC: FRP Manager
DSN: 597-4243
CIV: 045-534-0243

HOME AND FAMILY LIFE

Family Advocacy Program (FAP)

The program emphasizes prevention, education, prompt reporting, investigation, intervention and treatment of spouse and child abuse. The program provides a variety of services to soldiers and families to develop their relationship skills, parenting skills and improve their quality of life. This mission is accomplished through a variety of groups, seminars, workshops, and counseling and intervention services. Seminars and workshops are available to you, your unit or Family Readiness Group

Basic Services:

- Family Advocacy Preventive Education
- Spouse and Child Abuse Prevention and Brief Counseling
- Sexual Assault Prevention and Response
- New Parent Education and Support

Local Training:

- FAP Prevention Education
- Command and Troop Education
- Conflict Resolution
- Stress Management

GETTING INVOLVED

Army Volunteer Corps

AVCC serves as the single point of contact for volunteering on the installation. The AVCC assists individuals in learning about volunteer opportunities on the installation and may be able to direct them to volunteer centers in the civilian community.

Basic Services:

- Recruitment and Placement
- Quarter and Annual Volunteer Recognition
- Volunteer Advisory Council

WORK AND CAREER

Employment Readiness

This is a military spouse employment program that affords every spouse the opportunity to develop a career or become employed. The Employment Readiness program provides information and referral services in the areas of employment, education, training, transition, and volunteer opportunities to give family members the competitive edge needed to secure employment.

Basic Services:

- Job Search Counseling
- Career Assessments
- Job Information and Referral and Placement
- Job Fairs
- Army Career Alumni Program
- Computer Resource Center (Six Work stations)

Local Training:

Monthly employment classes available.

POC: Employment Readiness Program Manager
DSN: 597-4243
CIV: 045-534-0243

- Couples Communication Skills
- Parent Education
- Spouse Abuse Prevention
- Relationship Support



Registration prior to class scheduled is required.
Some Class hours qualify toward 4 Promotion Points Plan offered by ACS

Top left change to:
POC: FAP Manager
DSN: 597-4245
CIV: 045-534-0245

Sexual Harassment and Response Program (SHARP)
The Sexual Assault Prevention Response Program's goal is to create a climate that encourages victims to report incidences of sexual assault without fear of reprisal. SHARP has established sexual assault prevention training and awareness programs that educate soldiers and their leaders on the Prevention, Awareness, and Response to sexual assault.

Basic Services:

- Support through entire process of any case
- Services are provided to soldiers who are victims of sexual assault.

Local Training:

- Sexual Assault Unit Level Training
- Sexual Assault In-Processing Training
- Sexual Assault Pre-Deployment Training
- Sexual Assault Re-Integration Training

POC: Sexual Assault Response Coordinator
DSN: 597-4246
CIV: 045-534-0246/0243

New Parent Education and Support Program (NPESP)

New Parent Education and Support Program offers services designed to increase new parent (Birth-Age 3) knowledge and utilization of personal, family and community resources.





Basic Services: Listed by Priority

- Home/Office Visits
- Playgroups
- New Parenting Classes
- Support Groups

Local Training:

- Playmornings
- Breast Feeding Support Group

POC: NPSP Home Visitor
 DSN: 597-4243
 CIV: 045-534-0243

Basic Services:

- The Complete Blue Book Classes (OPREADY)
- Waiting Family Support Activities
- Video Teleconference to Deployed Spouse
- Morale Calls and E-mail messaging
- Web Cams to the Dessert
- Hearts Apart
- Yellow Ribbon Room

Local Training:

- Pre Deployment Briefings
- Post Deployment
- Family Readiness Group Training
- Reunion and Reintegration

POC: Deployment/Mobilization Readiness Coordinator
 DSN: 597-4243
 CIV: 045-534-0243

Exceptional Family Member Program (EFMP)

The Exceptional Family Member Program provides information regarding application procedures and local services available for exceptional family members as well as sponsor support for parents of EFMP children.

- Morning playgroup
- Thursday morning Playgroup at the Schinnen Sports Center
- Specialized workshops and classes

- Coordinate Special Needs Accommodation Process (SNAP)
- Educational and Developmental Intervention Services (EDIS)
- Occupational Therapy
- New Parent Support and Education- Medical Treatment Facility (MTF)
- Special Education Department at the International School at JFC
- Respite Care Information

Local Training:

- Special needs training

POC: EFMP
 DSN: 597-4243
 CIV: 045-534-0243

MANAGING DEPLOYMENT

Deployment /Mobilization Readiness Program

The Deployment/Mobilization Readiness Program offers support to eligible family members during all phases of deployment. It addresses the state of soldier preparedness of the Army Family through proactive education and support programs that promote self-reliance and enhanced wellbeing. Staff also provides stability and support operations (including mass casualties, evacuation, and natural disasters).



MAKING A MOVE

Relocation Readiness Program

The Relocation Readiness Program assists military personnel and their family members as they relocate from one installation to another. The program also provides a loan closet that consists of household items for inbound and outbound personnel.

Basic Services:

- Sponsor Welcome Packets (mailed by sponsor unit)
- Local area Welcome Folder (upon arrival)
- Newcomer's Briefing and Tour (monthly)
- Pre-departure briefing (Smooth Move 3rd Wed Monthly)
- Lending Closet

Local Training:

- Sponsorship (Third Wednesday at ACS at 1400)
- Re-entry workshop (Pre-departure)

Class hours qualify toward 4 Promotion Points Plan offered by ACS.

POC: Relocation Readiness Program Manager

DSN: 597-4243

CIV: 045-534-0243

ROADCRAFT
DIPLOMATIC / MILITARY

No words are strong enough to express our gratitude. You have gained a lifelong customer!

*Ertekin Koc, SHAPE
Mission First, People Always.*

MilitaryDiplomaticTaxFreeCars.com
ceo@MilitaryDiplomaticTaxFreeCars.com
direct lines: 0031 646855537



Oktobefest

Beaujolais Nouveau Tasting



NATEX

X-Fest

Christmas Market



NATEX

X-Fest

Charity Nig



NATEX

X-Fest

September

November

05 – 08 November

December

28 – 31 January

March

10 – 13 March

We need an update of the map

Activity Calendar 2019 - 2020

14 – 17 May

X-Fest



July

Joint American & Canadian
Independence Day



August

International Football Tournament



September

Terry Fox Run



23 – 26 July

X-Fest



September

Oktoberfest



10 – 13 September

X-Fest

