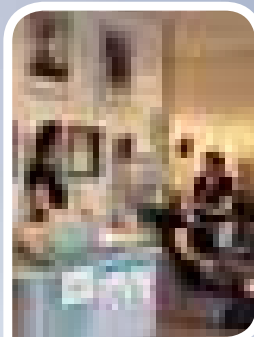
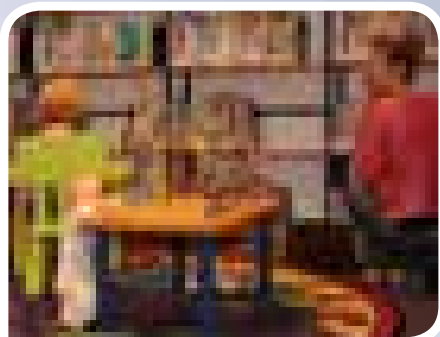
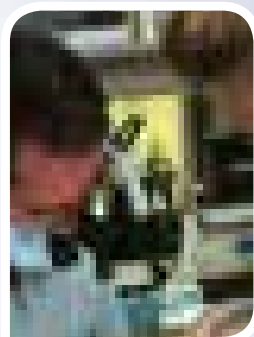
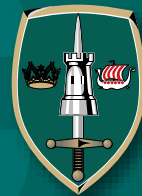




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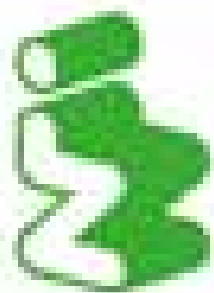
# Newcomers' Guide

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# Foreword by General Salvatore Farina

Welcome to Headquarters Allied Joint Force Command Brunssum.

Produced in cooperation with our colleagues at NATO Air Base Geilenkirchen, this is the third iteration of our 'joint' Newcomers Guide. It serves as a symbol of the excellent relations that exist between the two headquarters. The aim of this collaborative effort is to bring together the collective local knowledge that the staff of our organizations have gathered and maximize its visibility to all. In turn, this 'joiners package' helps newcomers to quickly settle in and enjoy the many attractions and amenities our host town of Brunssum, larger nearby cities such as Maastricht, and the local tri-border area have to offer.

JFC Brunssum is in a state of transition. Those of you allocated offices with a south-western perspective will be able to witness, with a short glance through your windows, the extension to Building H-106 as it takes shape. This project, designed to provide office space for an additional circa 200 posts we were allocated in the 2012 PE Review, is the final physical step in our evolution following decisions made at that time. Most of the staff is already here and Full Operating Capability was declared in December 2015 but, for the time being, many work from temporary offices. That will be rectified. By the Spring of 2017 I anticipate the works will be complete. Having only recently arrived myself (04 March 16) I too am a newcomer. My first impression of JFC Brunssum is one of high tempo, short deadlines and an enthusiastic proactive staff. I take this opportunity to express my thanks to my predecessor, General Domröse, for providing me such a wonderful legacy. As always, I will not instigate change for the sake of change. I am in the process of familiarising myself with the breadth of challenges confronting this headquarters and will ensure I have a depth of understanding of the issues before seeking to adjust.

In the meantime our priorities remain the Resolute Support mission in Afghanistan, NRF16 Standby Command responsibilities, the sustained delivery of Assurance Measures / Adaptation initiatives, and Regional Focus. Looking back, in 2015, by any measure JFC Brunssum was hugely successful in its conduct of Exercise Trident Juncture, the largest NATO exercise for more than a decade. Under my command, I am determined that this headquarters will build upon that success. Readiness Action Plan deliverables, post NATO's 2014 Wales Summit, will be further established and



embedded at the operational level of military command prior to the Alliance's July Summit, in Poland. We are well on the road to Warsaw but I anticipate fresh adaptation challenges to emerge so be ready for that.

With regard to process I am a keen advocate of mission command and expect to see tasks delegated to the lowest level wherever possible; this helps generate proactivity and sustains momentum. For now I underscore my predecessors' 3Rs – our ability to Respond underlines our Relevance which, in turn, sustains and enhances our Reputation.

I am proud to be your Commander and proud to be part of this long-established Alliance that has helped maintain peace and security for so many years. NATO is a special club and, for now, we are all members; my congratulations to you on successfully joining. Best wishes to you and your families as you settle down to life in this beautiful part of the Netherlands. Open your minds to new cultures, new countries, new experiences, and new ideas as you integrate into this unique multi-national environment. To me, this incredible mix of nationality and background is what lies at the very heart of the Alliance's strength. Diversity shapes perspective and promotes greater understanding – by working together we begin to appreciate the enormous value different cultures bring to the table. Make the most of the opportunities this experience affords.

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# JFC in Brunssum

## Foreword by Mayor Luc Winants

As Mayor of Brunssum I adhere great value to a good relationship between the base and the community of Brunssum. I feel that the headquarters and Brunssum enrich one another and that we must always look for ways in which we can optimally benefit from each another.

I grew up in these parts, on the border of Treebeek and Hoensbroek, in one of the busiest shopping streets of the nineteen seventies: the Akerstraat-Noord. For a little boy of 10 that was an exciting environment where many worlds met. I remember especially the sturdy miners, on their way to the Emma coal pit, and the Afcent military personnel, driving by in their huge American cars.

To a little boy those were unknown worlds which I could only dream and fantasize about from a respectable distance. As Mayor, I now want more. I want to build bridges between these 'unknown' worlds, so that we may further deepen our relationship and better serve our mutual interests.

The JFC community holds a special place in Brunssum. It is literally a separate place. The bond of the men and women who work on the base is volatile by definition. Most of them stay here for a short time only, a couple of years at the most. To them, Brunssum is no more than a stop-over in an internationally oriented career. That can easily cause the feeling that JFC Headquarters is an isolated community within Brunssum.

I would like to raze that barrier, if it exists at all, on both sides. 'Isolated communities' are not in the genes of Brunssum and neither are they, I think, in the genes of the JFC community. Our orientation is widely varied, worldly and borderless. People from many different countries live and work here under the flag of NATO. Under the flag of Brunssum, I establish with some pride, that is not different. Brunssum was born in the twentieth century from a melting pot of cultures. The motives of the immigrants who come to Brunssum from all corners of the world were economic: they came here to work. From that work, from those cultures, arose within one single generation an effervescent, innovative and beautiful community of people. They came as guests, but built their own houses here. They all had a different past, but were bound by a shared future.



When the NATO headquarters was settled here almost fifty years ago, it was at first a guest who was still a little ill at ease. In the meantime, many generations later, we became closely interwoven with one another. Economically, yes, but also culturally. We share so much, not only the same town, but also the same values and dreams. Admittedly, the language and the cultural 'peculiarities' continue to be obstacles occasionally. But those obstacles only play a subordinate part. The multi-cultural history of Brunssum and the multi-national history of NATO show that one may grow out of many. That diversity is not a threat, but precisely a strength. A strength which for me, in my childhood, was symbolised by those big American cars. They inspired, they stood for something. For progress. For a belief in a better world. I longed for the unknown, for making discoveries. Don't we all?

As Mayor of Brunssum I heartily welcome you as a new member of the world of JFC in Brunssum. You join us at a most opportune time. For this year, 2017, we celebrate our 'melting pot of cultures' identity through our quadrennial dance festival 'The World Festival Parade'. During an exciting week in July, dancers from all over the world will perform a wide variety of shows on various stages in Brunssum and you are cordially invited to attend these – there is, I assure you, no surer and quicker way to become acquainted with our municipality!

Also, in 2017, NATO and Brunssum will commemorate the relocation of the Headquarters from Fontainebleau, France, to Brunssum in 1967. We are planning significant and appropriate festivities to celebrate this 50th anniversary. This will be an outward expression of the deep friendship that exists between our communities and a token of the town's commitment to continue this friendship through future generations.

L. M. C. (Luc) Winants,  
Mayor of Brunssum

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Editorial work by the Public Affairs Offices of NATO JFC Brunssum and NAEW&CF E-3A Component.

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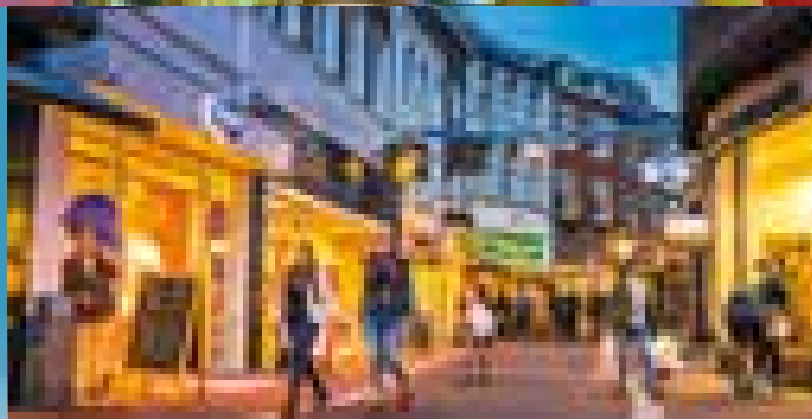
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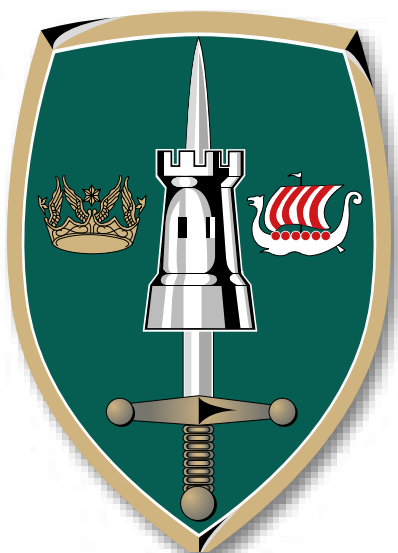


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## The JFC Crest



### 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.

# NEED HELP FINDING YOUR WAY? MEET EXPAT CENTER SOUTH!

Barry Mellor, Deputy Chief Public Affairs Officer  
(Civ.) & Community Relations Advisor  
at JFC Brunssum (NATO).

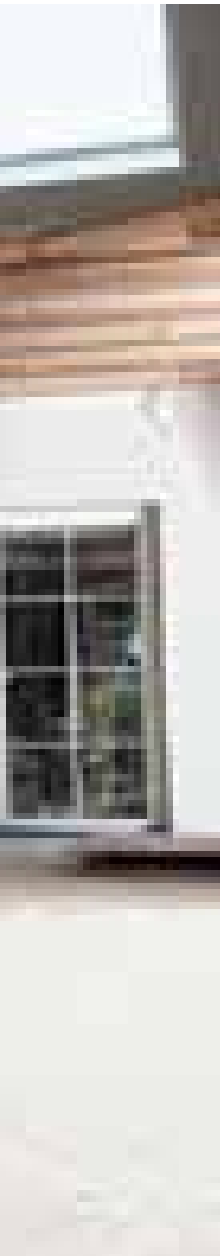
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their way to be  
friendly and help  
you feel at home."



Barry Mellor arrived in Brunssum in 2006. Back then there was no special welcome organised. Within the Military the British delegation supported him. This delegation support is embedded all over the world. However, if you are a civilian the situation is completely different. When you arrive in Europe as a civilian you are usually dependant on word of mouth for help. The Expatriate Center is the best way of getting informed.



holland  
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It's a great one-stop-shop for all your questions. The people at the center offer useful advice for every nationality and have all kinds of contact information. They can help with the first formalities, tax issues, insurance, information about schools, how to drive in Europe and how to avoid fines.

There are so many formalities when moving to another country and what you are required to do depends on your nationality, family and work situation. The great thing about the Expat Center is that they can really help you. The people working at the Expat Desk speak many languages and go out of their way to be friendly and help you feel at home. They offer a special Expat's Guide that is a great resource for expats who are settling into the region. You can pick up a free copy at the Expat Center, but you can also find information on their website.

On the last Thursday of every month there is an informal Meet & Greet meeting for expats and internationals. This takes place in Café Zuid in Maastricht from 17:30 hours onwards, and gives expats an opportunity to meet each other and is a great way to get to know people and build up a new network. There is also the special Magic Meet & Greet, around Christmas. In addition, the Center organizes Expat Workshop Evenings. **Another great way to meet people is through the NAIL organisation.**

## NAIL – Netherlands American Institute in Limburg

NAIL was set up 60 years ago in Limburg in order to maintain and strengthen social, cultural and economic ties, to promote friendship between citizens of the U.S.A., the Netherlands and other nations. NAIL is a non-political organization. Today, NAIL has well over 200 members of Dutch, American, Irish, German and Belgian nationalities. They organize all kinds of get together activities to make the people on the NATO base feel welcome. More information can be found on their Facebook page or their website **[www.naillimburg.com](http://www.naillimburg.com)**.

Captain Tom Kaminski, Commanding Officer, United States Coast Guard Activities Europe about NAIL: 'In many cases, it is extremely difficult for members of the US military to adjust to life in Europe, being away from friends and families for the first time. Our friends at NAIL are uniquely sensitive to these issues and play a critical role in assisting service members to assimilate into Dutch and German life'.

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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 Crepin relinquished his appointment as CINCENT also on 30 June and 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. The South Limburg coalfield was no longer economic and the Dutch decided to close the mines. 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. On 01 November 1966 Colonel



*Aerial Photograph of Hendrik Mine*



*Western European Union Meeting, 1967*

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 Rimbürgerweg 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. Today, NRF command is shared between Naples and Brunssum such that every even year (2014, 2016, etc) we are the certified Standby NRF Command and each odd year (2013, 2015, ....) we are working up.

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 28 countries through six rounds of enlargement. Albania and Croatia, which were invited to join NATO at the Bucharest Summit in April 2008, formally became members when the accession process was completed on 01 April 2009.

Numbers continually fluctuate but, at the moment, JFC Brunssum has 25 Alliance member nations represented within its staff and five nations that are members of the Partnership for Peace<sup>1</sup> 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 latest Peace Establishment (with effect 01 December 2012) sees 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 Lisbon<sup>2</sup>. Brunssum is also given a new name – Headquarters Allied Joint Force Command, Brunssum.

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. This is a milestone worthy of the celebration this small booklet heralds. In 2007 General Ramms and Mayor Brocken unveiled a



10.000<sup>th</sup> Visitor to HQ AFCEM, 1974

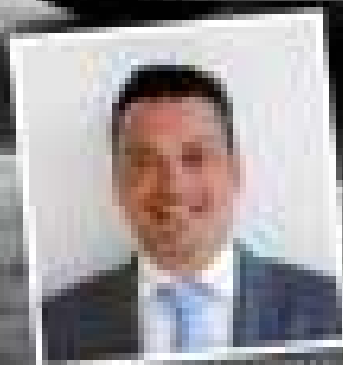
remembrance stone in Vijverpark, downtown Brunssum, to mark 40 years of a NATO HQs at Brunssum. In 2017 the 50th anniversary of a NATO HQs, located at Brunssum, will be reached. No-one can categorically predict how long NATO will have a presence at Brunssum although, for now, no challenge to its continued 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 HQs but is 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, reporting to HQ JFCBS must use Form 162 (JFCBS DIR 45-2).

Beforehand, the National Support Unit should coordinate and confirm the arrival of military personnel with the Military Personnel Branch (MPB)/J1. Upon arrival, HQ JFCBS military personnel should report to Passes and Permits (Bldg 102) with the In Processing Form to obtain the AMIS ID Card. For inquiries call MPB at ext. 3303/4005. 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. For inquiries call CPB at ext. 2918 or ext. 2265. This will start your, and your family's, in-processing. A very early visit to the Passes and Permits Office (Bldg. 102, ext. 4303) should follow for official registration purposes.

## Registration of non-Dutch Personnel

Military members of NATO Forces in the Netherlands are not required to register as aliens; nevertheless they are required to register. Family members of non-Dutch personnel must register, even when both parents are military. Non-Dutch civilian personnel must also register. Registration must be done at the Royal Marechaussee, Foreign National Registration Office (FNRO) in building H-100 (ext. 3191) within eight days of arrival in the Netherlands.

Service personnel Non-EU/EEG/SWISS Citizens must produce a valid National military ID card and moving orders. Members of non-Dutch/civilian personnel must produce a valid National Passport, NATO ID, copy lease contract residence. On completion of registration, a Foreign National Registration Card (previously known as a Permit of Residence and also known as a "Green Card") will be issued to NON-EU/EEG/Swiss citizens. EU/EEG/

Swiss citizens should have their valid national passports available in the Netherlands, together with valid NATO ID Card. For NON-EU/EEG/Swiss citizens the Foreign Registration Card is the legal authority for non-Dutch nationals to reside in the Netherlands. The holder must carry this permit at all times. In the Netherlands this may be used as an identity document in place of a passport.

Loss of a Permit of Residence must be reported in person to the FNRO Office for re-registration. If a Permit of Residence is stolen or lost renewal will cost up to € 240.

You don't have to (must not) register with Town-Hall authorities in the city you are to reside in.

**The FNRO is your Town-Hall authority.**

The FNRO must be notified on the following events:

- Arrival
- Marriage
- Birth
- Death
- Divorce
- Change of address
- Final departure
- All other circumstances affecting alien registration

It is also advisable that notification is given to the FNRO in the event that HQ JFCBS members receive visits of non-Dutch nationals, if their visit to the Netherlands is in excess of eight days. They can be advised on registration of the visitors.

## 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 performance of his/her job.



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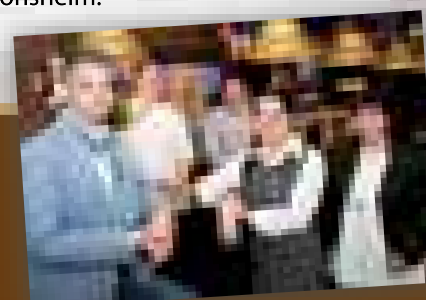
A restaurant where cosiness is central and where everyone feels at home quickly.

For our valued foreign guests we have an extensive menu of various dishes from the US, United Kingdom, France, Germany, Belgium, Spain and Italy. Just good food for an affordable price with our typical friendly service.

Of course we also welcome you just for a drink or a cup of coffee with our typical delicious Limburgian pie.

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Many of your countrymen already tasted our flavours! In any event, we will do everything to make you feel at home in Brunssum, Bronsheim!



Kerkstraat 5 Brunssum

Phone: 045-525 27 75

[www.restaurant-bronsheim.nl](http://www.restaurant-bronsheim.nl)

[info@restaurant-bronsheim.nl](mailto:info@restaurant-bronsheim.nl)



## Departure

Personnel departing HQ JFCBS, must obtain the Out Processing Form (JFCBS DIR 45-2) from the National Delegation.

Before departure from the Netherlands at end of tour, you are obliged to report to the FNRO and provide your new address and hand in your Permit of Residence. Last, you are to hand in your and your Families ID cards to Passes and Permits 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:

**Passes and Permits**  
(Building H-102 Hendrik camp)

**Vehicle Registration**  
(Building H-102 Hendrik camp)

**Tax Exemption Office**  
(Building H-102 Hendrik camp)

**How do I register me and my family at JFC Brunssum?**

## Passes and Permits:

- 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.
- Passes & Permits Section (building 102, Hendrik Camp, ext. 2580) 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).



## How do I register my car JFC Brunssum?

### Vehicle Registration:

- Members of a force or civilian component assigned to HQ JFCBS or supported Entities in the Netherlands (except Netherlands Nationals) are authorized to import their privately owned motor vehicles (POMV); however only up to two POMVs may be registered duty-free for the duration of their assignment in support of themselves and their dependents. Changes must be immediately reported to the Vehicle Registration Office (building H-102 Hendrik Camp, ext. 2580).
- POMV's are: automobiles, vans and two or three wheeled motor vehicles. For the purpose of registration, trailers, caravans and folding campers come under the category of POMV.

### What is required to drive my POMV?

When your vehicle arrives in the Netherlands, you must be in possession of:

- 1) Proof of Insurance for each POMV
- 2) National vehicle registration document
- 3) Valid driver's license matching the category of the POMV's being registered. The registration of POMVs can only take place where the eligible individual has the required categories [i.e. vehicle types] annotated on their licence. For example if a dependant has a motorcycle category but the eligible individual does not, then the motorcycle cannot be registered.

Do not forget these documents, because it will be extremely difficult to register your POMV's without them.

- Upon signing into your post at JFCBS, you are no longer in visitor status to the Netherlands and must register your POMVs no later than 30 days.
- Vehicles from North America must be registered within 5 days from receipt and release to you.

### What is required to register my POMV?

In order to register your POMV's and to obtain a HQ JFCBS Certificate of Title and Registration, the following requirements must be met:

- Proof of ownership, in the sponsor's name;
- Proof of insurance for the next 12 months (The

insurance company must be registered in the Netherlands and Proof of Insurance must identify the vehicle by chassis number and a current Dutch address)

- National driving license
- Valid JFCBS AMIS Identification Card
- Where applicable, undertake a written driving test, which is conducted by your National Support Unit (i.e. US/UK);
- A Netherlands bank account (for fuel allowance);
- Credit card (no AMEX), debit, or bank card to pay the required registration fee.
  - Standard Vehicle Plate: € 30
  - US-sized Vehicle Plate: € 30
  - Deluxe plate: € 40
  - Motorcycle: € 20
  - Scooter: € 25
  - Caravan: € 15
- An APK inspection for vehicles older than two model years (An equivalent foreign technical inspection must be less than 3 months old on date of registration)
- The identification number of your vehicle must be physically stamped onto the chassis of the vehicle. European and Japanese-made vehicles normally have the identification number stamped on the chassis by the manufacturer. North American-produced vehicles may not.
- Vehicles can only be registered in the name of the sponsor, dependents and family members are excluded.

### Are there special requirements for my caravan or trailer?

If you own a caravan or trailer, they must be registered with the Vehicle Registration Office.

- If the authorized gross weight of the caravan or trailer is below 750 kg you must display the same license plate as the towing vehicle.
- If the authorized gross weight of the caravan or trailer is above 750 kg, including load capacity, they are registered as a motor vehicle and receive their own registration and license plate.

### May I loan my registered vehicle to others?

- JFCBS-registered personnel may drive other registered members' vehicles, with the owner's permission.



- 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 Provost Marshal. 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.

**Why do some Mopeds have license plates of different colors?**

Mopeds are divided into two categories:

- Bromfiets - yellow license plate
  - max. 50 km/h
  - driver at least 16 years old
  - helmet is required
- Snorfiets - blue license plate
  - max. 25 km/h
  - driver at least 16 years old
  - no helmets required
- Both types require a moped certificate or a national driving license and insurance is mandatory.

In the Netherlands, mopeds use the same roads as cars in built-up areas. However, signs may indicate that they are authorized to use the specially-designated bicycle paths.



**Road Taxes**

Members of a force or civilian component assigned to HQ JFCBS or supported Entities in the Netherlands, except

Netherlands personnel, are exempt from Netherlands Motor Vehicle Road Tax for the first 2 registered vehicles only.

**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**

**The Netherlands**

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).

**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		

Some cities also have created “low emissions zones” marked with the road signs F117 (start of zone) & F118 (End of zone) and based on the “Euronorme” 1 to 4 indicated below the road sign.  
 The signs do exist but up to now no specific limitation has been installed.



**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	170 € + appearance before the courts possible
0.36-0.44 mg/l	400 € + appearance before the courts possible
0.44-0.50 mg/l	550 € + appearance before the courts possible
0.51-0.65 mg/l	1200 €, 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.

More online information about travelling in Belgium (and Europe) on : [http://ec.europa.eu/transport/road\\_safety/going\\_abroad/belgium/index\\_fr.htm](http://ec.europa.eu/transport/road_safety/going_abroad/belgium/index_fr.htm); information available in all E.U. languages.

#### 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).

#### Required Equipment

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

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

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

France: warning triangle, 2 alcohol testers, and safety vest (official one for the driver and recommended for all passengers).

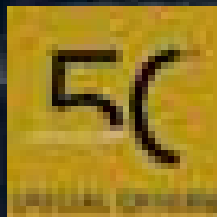
#### Motor Fuel

Motor fuel in the Netherlands is sold in three grades: Super-Unleaded (98 octane), Euro Unleaded (95 octane) and Super Lead Replacement (98 octane). In addition Diesel, Biodiesel, LPG and LPG G3 are available at most Netherlands petrol stations. Military personnel and non-Netherlands NATO Civilians receive a tax-free fuel allowance from the Netherlands government for travel between their residence and JFC HQ Brunssum installations. The amount of the tax relief depends on the type of fuel used. US and Canadian personnel receive a stamp on the registration form indicating the numbers of liters fuel authorized. At the AAFES customer service counter they will receive a Netherlands FORAX fuel card (this is the card that tracks rations).

\* - unless indicated otherwise

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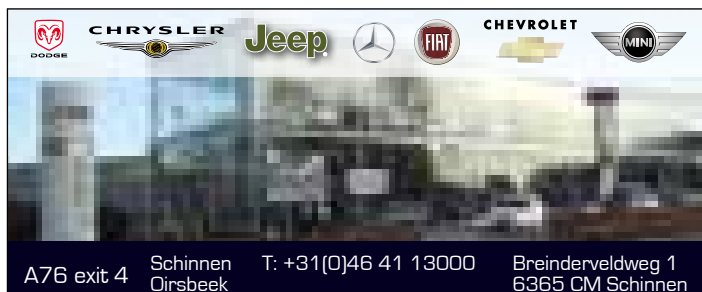


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# The Laws of the Netherlands

In principle, all HQ JFCBS personnel stationed in the Netherlands are subject to Netherlands law. Certain categories of personnel may, however, in specific circumstances be subject to the law of their own state in accordance with the provisions of the NATO Status of Forces Agreement, respectively the Protocol on the Status of International Military Headquarters set up pursuant to the North Atlantic Treaty (Paris Protocol).

## The Royal Marechaussee Representative (RMR)

The RMR is a full Colonel of the Royal Marechaussee, with overall responsibility for the duties performed by the Marechaussee with respect to HQ JFCBS and the USAG at Schinnen. He is tasked with the co-ordination and execution of external security measures. He is also the liaison officer for these Headquarters, National Delegations and all organisations having a direct or indirect relationship with HQ JFCBS and USAG on behalf of the Netherlands Justice and Police Authorities for police technical, criminal and external security matters. The South Limburg Brigade Royal Marechaussee is granted special authority to effect registration of privately owned firearms. He also mediates in matters concerning the Netherlands' Alien Act, especially for the application of Permits of Residence for non-Dutch civilian personnel and all family members.

## Police Service

The Netherlands authorities may, if so requested by the Sending State Military Authorities, waive their primary right of jurisdiction where such a waiver is considered to be of particular importance to the Sending State. Criminal investigation 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. The police

service responsible for HQ JFCBS is the South Limburg Brigade Royal Marechaussee. The Royal Marechaussee, throughout the Netherlands, can be reached at 0343-528 999. This being the 24/7 control room for the Royal Marechaussee nationwide. They will process your request or, dispatch you to the nearest Royal Marechaussee office in your vicinity. 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 non-urgent matters call 0900- 8844, keeping in mind that some matters will be passed to the Royal Marechaussee. 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.

## Privately Owned Firearms

Netherlands law prohibits 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. This ruling does not apply if the firearm(s) is (are) imported with household goods at the time of arrival in this country. If any privately owned firearm has already been imported into the Netherlands without written authorisation, it should be reported to the RMR's Firearms Registration Department without delay in order to obtain authorisation.

## Tax Free Scheme

The "Customs Regulation HQ JFCBS" allow eligible personnel to purchase goods free of Value Added Tax, VAT ('BTW' in Netherlands language). The transfer, by way of either sale, gift or otherwise of any goods obtained taxfree is prohibited. Abuse of tax concessions is a punishable offence. However, in special cases such



transfer may be authorised by the Netherlands Customs Authorities by request on conditions imposed by those authorities.

**Taxes**

Non-Netherlands, HQ JFCBS and supported entities, personnel are exempted from: • Netherlands taxation in respect of their salaries and emoluments; • Dog Tax (Hondenbelasting); • Immovable Property Tax (onroerend zaak Belasting). Should you receive a bill for any of the taxes for which exemption has been granted, the girocard should be returned to the Tax Collector (Ontvanger der Directe Belastingen), to Kloosterweg 22 in Heerlen, with a note saying: “As a non-Dutch member of the HQ JFCBS Staff, I am exempt from payment of this tax.” Note: Income as a result of a profitable enterprise or out of privately owned immovable property in the Netherlands, is subject to Netherlands Income or Capital Tax (Inkomsten - or Vermogensbelasting).

**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 with personal matters. 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. HQ JFCBS maintains good relations with a local law firm (in Brunssum) that is familiar with typical HQ JFCBS personal private legal matters. The Office of the Legal Adviser will advise on how to proceed (ext. 2463).

### 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

fietspad



not mandatory

mandatory

mandatory

Bicycle



Mopeds



forbidden

mandatory

mandatory



forbidden

forbidden

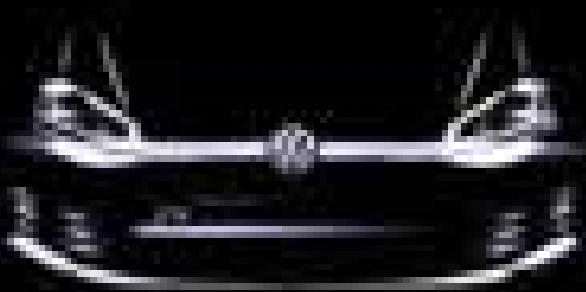
mandatory

\* **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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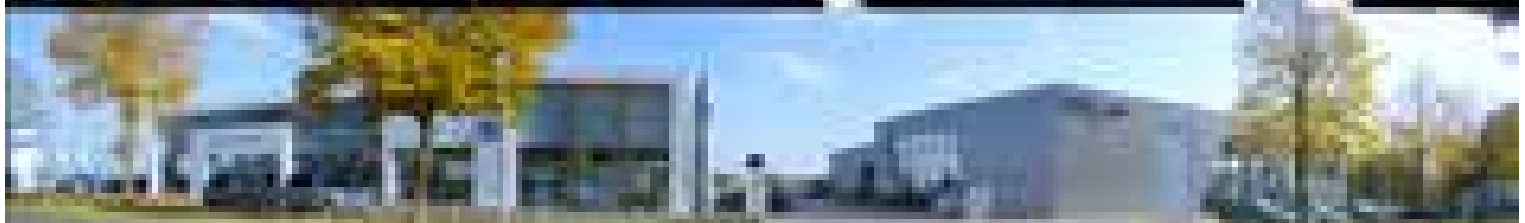
Marcel Oellers  
(Head of Sales Volkswagen)



Sandra Zitzelsberger  
(Center Manager)



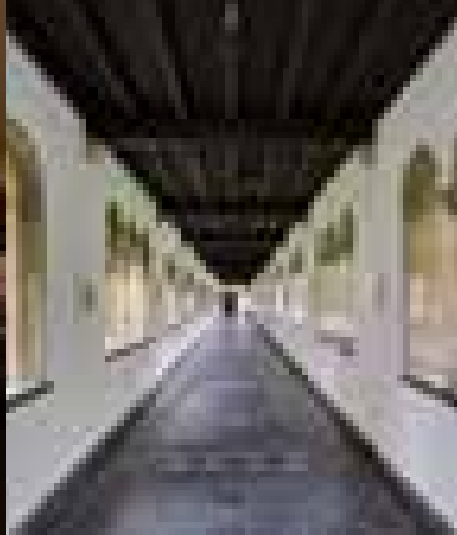
Karl-Heinz Purrio  
(Head of Sales Audi)



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# Rolduc Abbey Kerkrade: Hotel, Restaurant & Conference Centre

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**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 weekly changing menu. Our kitchen chef also prepares delicious buffets and dinners for groups during conferences and parties in one of our many beautiful spaces.

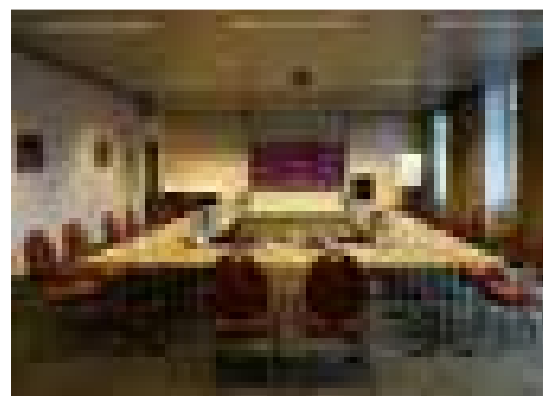


Admission: Free  
Parking: Free  
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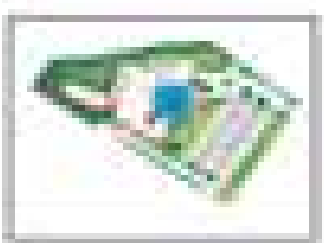
Telephone: +31 (0) 45 546 6888  
E-mail: [info@rolduc.com](mailto:info@rolduc.com)  
Address: Heyendallaan 82, 6464 EP, Kerkrade

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

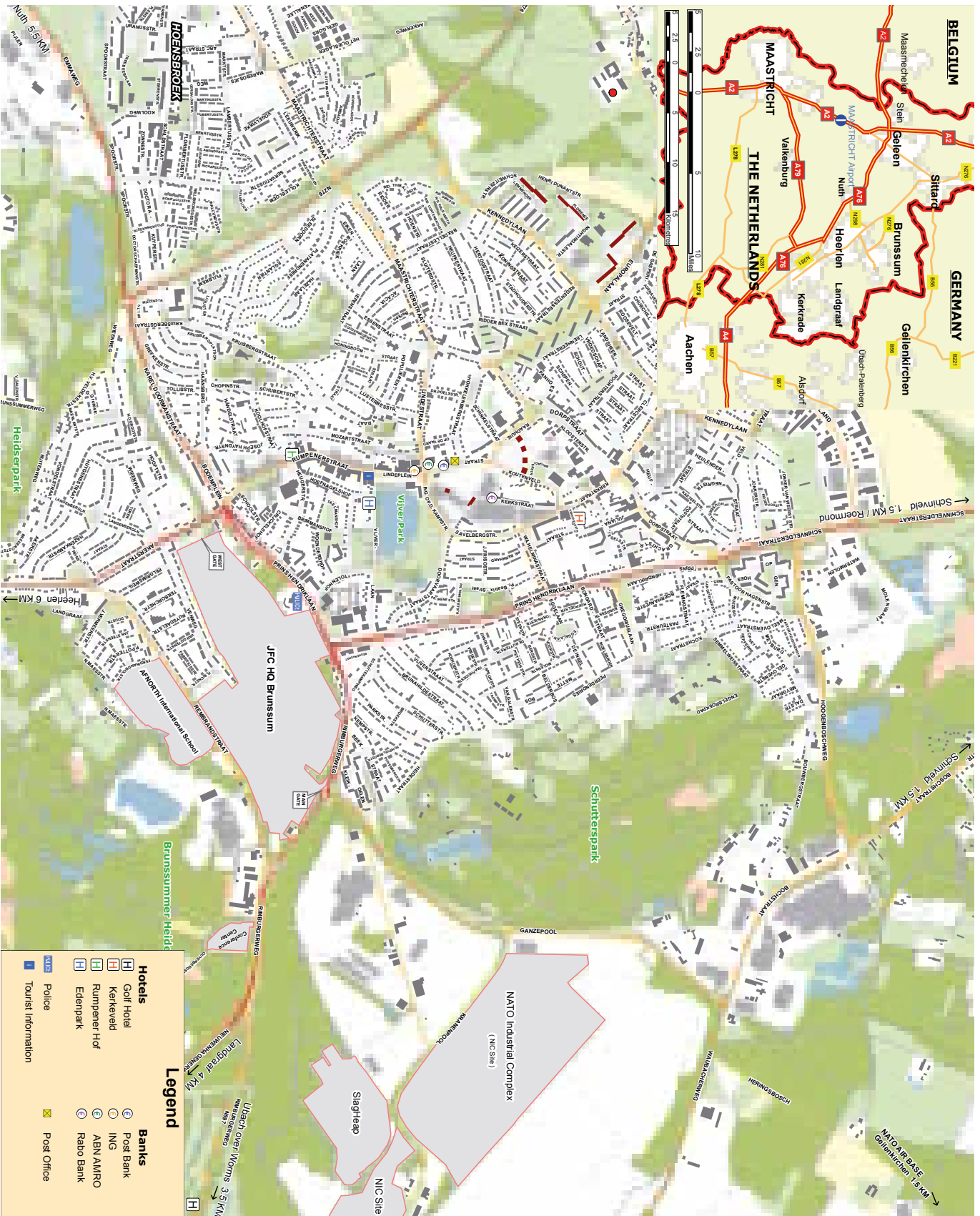


# Base Map



- 01 Pass & ID / VAT Office / Family Support / Vehicle Registration
- 02 Miners Rest Restaurant
- 03 Alliance Theater / Fitness Center / Chapel
- 04 Club 13
- 05 Alliance Restaurant
- 06 Car Craft Center
- 07 CYSS (Child and Youth Services) / CDC (Childhood and Development Center)
- 08 Caravan Parking Lot
- 09 Car Wash
- 10 ABN Amro (Bank) / Meuse Insurance / International Housing Office
- 11 BNS / Hair Studio / Library / Beauty Salon
- 12 Craft Shop
- 13 Pool
- 14 ICC (International Conference Center) / General Eisenhower House Hotel

# Brunssum Map





# Regional Map





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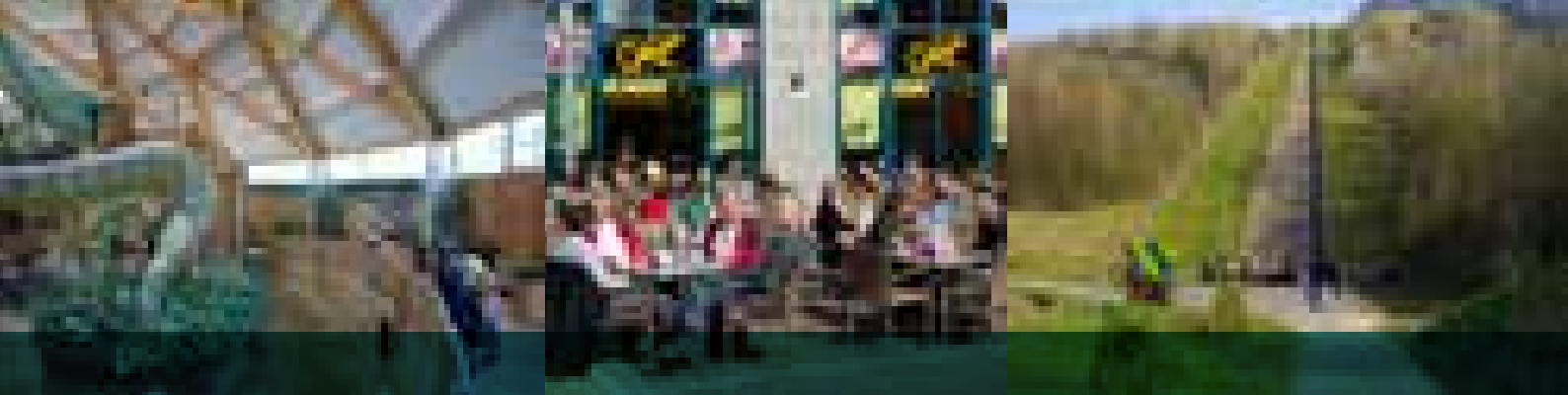
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# Life in the Headquarters

## 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 – between  
12:30 – 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 2017)

There are more than 300 civilians working at Brunssum Hendrik Camp. About 200 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 100 Appropriate Funded (AF) Local Wage Rate Employees (LRWs), 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 (50) - serves the Headquarters in the community services, such as recreational activities and the various clubs. LWRs are represented by the **LWR Works Council**.

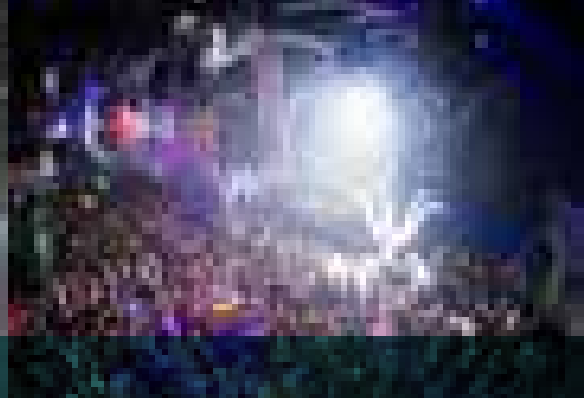
### HQ JFCBS Directive 40-1

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 045 526 2409 or 06 5108 3227.**





# 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

### 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 (CFSE)** 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
- Medical Centre (Duty Hours) 2996
- Lounge 3205
- 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
- Family Support, Morale & Welfare Branch** 2626
- Beauty Salon** 2957
- B&S Central Store** 4019/4023/4016
- Car Craft Shop Centre** 3173
- Art and Craft Centre** 2454
- Alliance Theatre** 2110
- Miner’s Rest** 2299
- Alliance Rest** 3723
- Insurance Office** 2492
- Club13** 2626

Vehicle Registration 4306  
 Passes and Permits 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](http://www.crisis.nl)
- Follow instructions from public services and authorities.

#### Off the Base Information:

- Royal Marechaussee  
 Control room:  
**112** (Emergency)  
 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

### 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**



#### 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



Koninklijke Marechaussee

# How to open an account in the Netherlands.

## Welcome at ABN AMRO.

Opening a Dutch bank account at ABN AMRO is really easy. It will give you everything you need to do your banking professionally and efficiently wherever you are. We'll be more than happy to answer any questions you have, in English naturally. Our experts offer you full service and support by phone, on our website, via our Mobile Banking App or in one of our offices. Later this year you can also visit us at our new office at the HQ JFC in Brunssum. NATO employees are entitled to exclusive discounts on their banking products from ABN AMRO. Want to know more about banking with ABN AMRO or the collective staff benefits? Go to [abnamro.nl/en](https://abnamro.nl/en) or [abnamro.nl/nato](https://abnamro.nl/nato) to find out more or contact us anytime. We're here for you 24/7.

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# Home Fire Safety

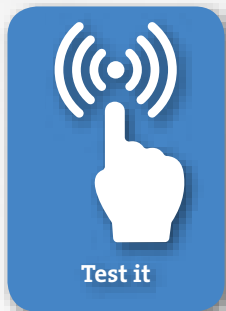


- anywhere in the EU
- free of charge
- 24/7
- police
- emergency medical services
- fire brigade

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



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



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



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



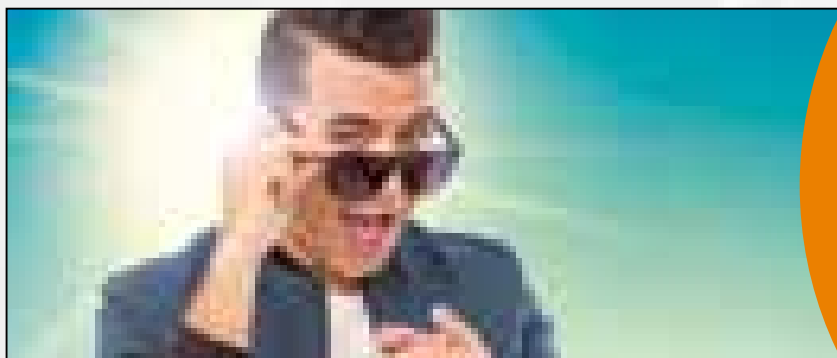
**Do not** overload electrical sockets and watch out for faulty and over-heating electrical equipment and wiring/cables



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



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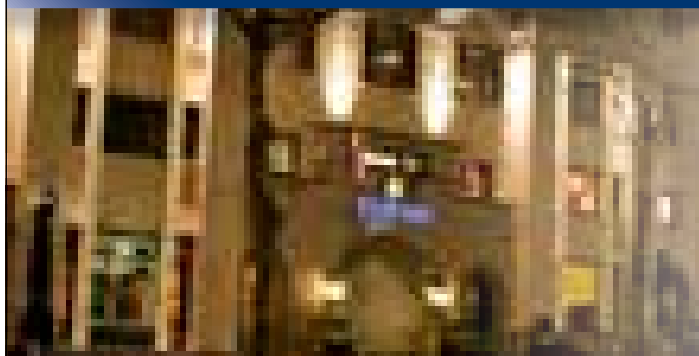
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T 045 525 88 85

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A HOME.

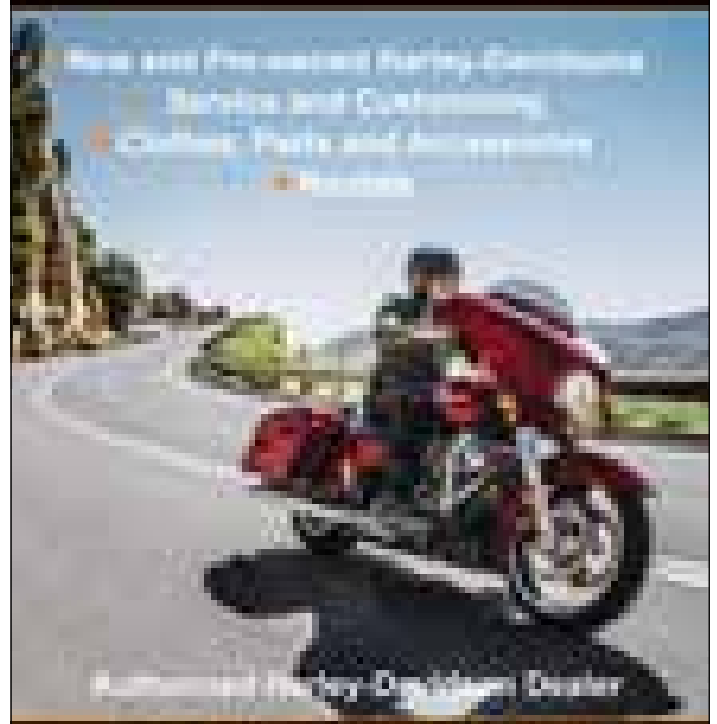
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Funshopping and getting inspired are what Woonboulevard Heerlen is all about. Not only will you find furniture and interior design stores here, but also a huge garden center and several kitchen and bathroom specialty stores. But that's not all: you can find fun stuff for babies, children, yes, even for your favorite pet there. IKEA is present as well with a huge store that offers unlimited shopping fun. You can shop whenever you want, because Woonboulevard Heerlen is open seven days a week. And if you get tired? Relax at one of the cosy diners in the area, making it a full and fun day.

Strolling past all these specialty stores you will for sure get new ideas to improve your home. You can always ask for help from the many professionals at the stores. Woonboulevard Heerlen also offers various interior design activities, such as workshops, interior advice or garden advice. Check the website [woonboulevardheerlen.nl](http://woonboulevardheerlen.nl) for all possibilities and dates and get inspired.



# 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).
- “Social Apartments” are built with financial aid from the Netherlands Government. The general rule is that only personnel with an annual salary (income) below a certain level can obtain a social apartment registration.

## 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.

## 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.

At Hendrik Camp satellite receivers have been set up at several locations e.g. at Club 13 and numerous conference rooms in Building H-106.

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.



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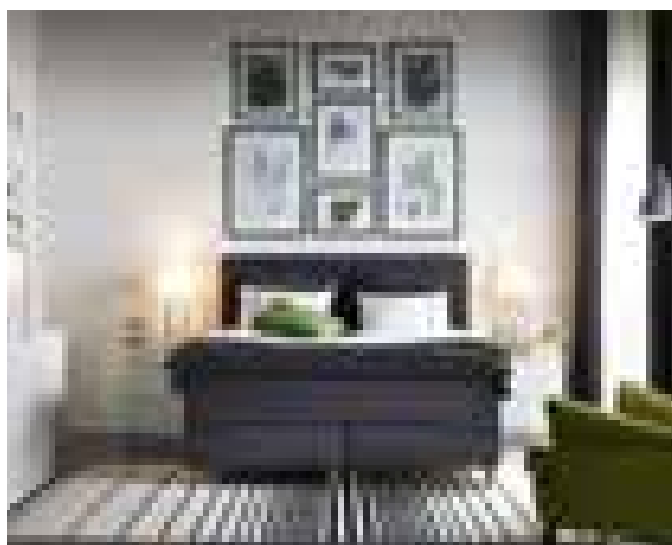
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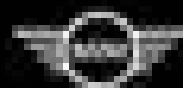
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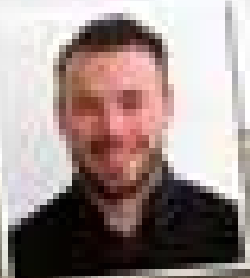
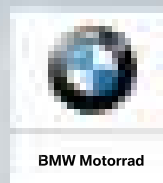
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# Amenities

## General

The international community Headquarters Allied Joint Force Command Brunssum (HQ JFCBS) offers a **wide range of tastes in recreational, sporting and social activities**. Any suggestions for additional activities can be made to HQ JFCBS Family Support, Morale & Welfare Branch (FSMW, ext. 3299 or 2671).

## National and International

The provision of some amenities such as **postal, medical and dental facilities is a national responsibility**. Other facilities, such as the fitness centre, theatre, library, arts and crafts centre, auto repair shop, child care, youth services, swimming pool, sports complex and conference centre are provided under international arrangements and are available to all nationalities within the Headquarters. These are principally arranged by the HQ JFCBS Family Support and Morale & Welfare Branch.

## Facilities

A wide range of sporting and recreational facilities are provided. In addition, concessionaires offer tax free shopping, insurance, and hairdressing services within the base.

## Vehicle and Homeowners Insurance (Bldg 604)

HQ JFCBS personnel have at their disposal a **full service insurer** right here in Mini-Mall. This service provider is **fully aware of the service members’ insurance needs** here in the Netherlands, and their policies are written in English. The concessionaire can be reached at ext. 2492.  
**Opening hours: Monday through Wednesday from 08:00-12:30 & 13:30-16:30.**

## 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 classes, or personal training there is something for everyone. The facility is open to all NATO ID card holders and their dependants over the age of 18. For dependants between the ages of 14 and 17 we have a teenager membership scheme allowing them limited, unsupervised use of the facility after attendance at a health and safety brief. These teenager briefs are conducted by appointment only, please contact the fitness center at x3170.

### Normal Working Hours:

**Mon-Thu** 08:00 - 17:00  
**Friday:** 08:00 - 15:00  
Closed on NATO Holidays.

## Outside Normal Working Hours Use

The fitness centre is available for use Outside of Normal Working Hours (ONWH) for authorized users. Personnel must attend an ONWH Fitness Centre safety and registration brief and pay a deposit for their ONWH key fob. ONWH Briefings are conducted at the fitness centre, by appointment. For more information please contact the Fitness Centre.

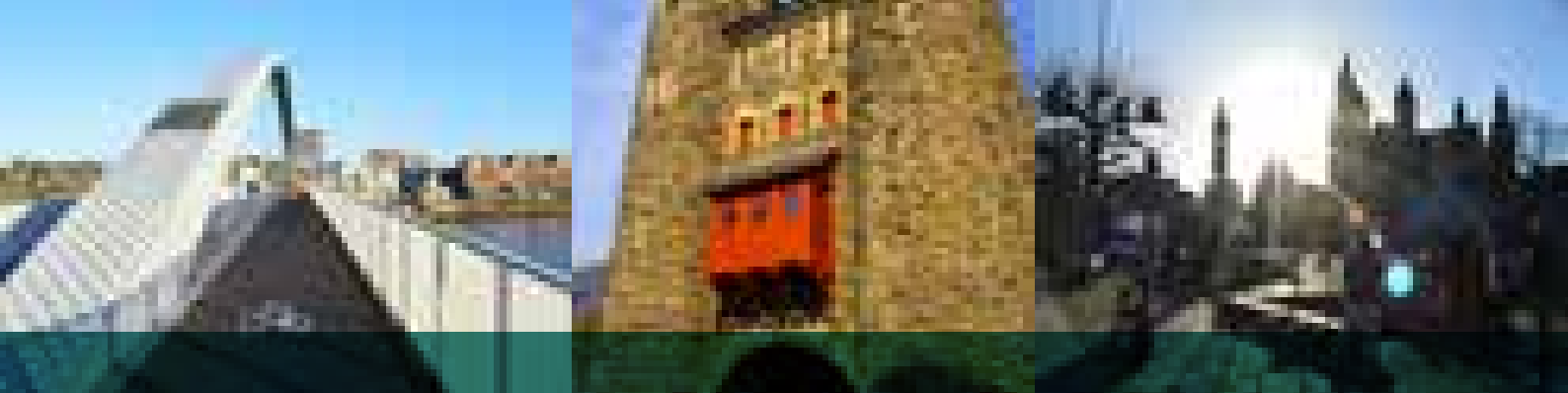
**Eligibility:** Active duty military personnel, NATO civilians, military retirees and dependants **aged 18 years and above** are authorised to use the Fitness Centre ONWH.

## 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-metres 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 or individual families to picnic and socialize in the fresh air. Lighting, electrical outlets and tap water are also available.

There are also bouncy castles available for rent.

During the summer, the Sports Complex is the scene of various JFCBS special events such as Summer Fest,



Hockey Festival, Football Tournament and other shows and sports meetings. Call x2055 for more information.

### HQ JFCBS Clubs and Activities

As well as the many community activities and recreational facilities provided by the HQ JFCBS Base Support Group, there are numerous HQ JFCBS member-run clubs and societies available.

Current clubs available for participation:

**International Boy Scout Troop, Scuba Diving Club, Girl Scouts, JFC Golf Society, JFCBS Music Club, Allied International Marching Team, International Spouses Club, JFCBS Brass Band, Volunteer Instructor 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, Phoenix Squash Racquets Club, Other Ranks Association (Enlisted), Civilian Staff Association (CSA), Allied Officer Association.**

Further details may be obtained from the Family Support, Morale & Welfare Branch at x3299 or x2671.

### 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 toddler and public swimming sessions. Aqua aerobics, aquacise and children's swimming classes are also provided (please visit the fitness centre or swimming pool to pick up an up to date swimming pool schedule).

A popular large inflatable toy session takes place every Saturday providing a fun family activity whatever the weather. The complex also boasts a solarium and sauna facility allowing patron's to unwind and relax after a hard swim or whilst the kids are in lessons. The pool and its facilities are available for hire, be it a kids party, a swimming based event or even a private sauna session, please contact the pool on Ext 3172 for more information.





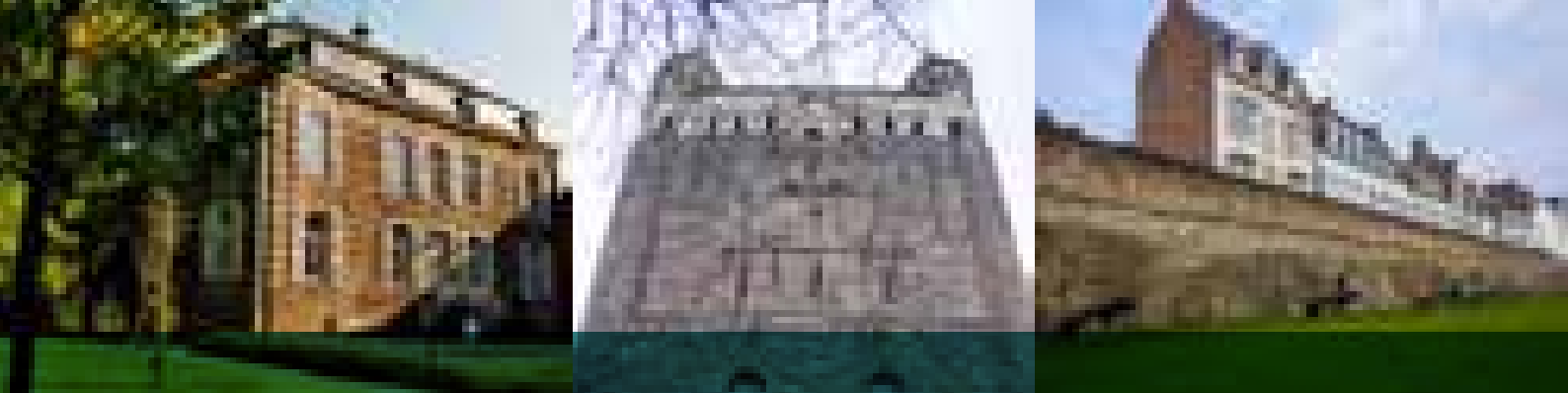
### Swimming Pool Schedule

Day	Time	Activity	
Monday	06:30 - 09:30	Lap Swimming	**
	09:30 - 10:30	Aquarobic	
	10:30 - 11:00	Ladies Swimming	***
	11:00 - 12:00	Aquajogging	
	12:00 - 14:00	Lap Swimming	*
	19:00 - 20:30	JFC Scuba Diving	
Tuesday	06:30 - 09:00	Lap Swimming	**
	12:00 - 14:00	Lap Swimming	*
	14:00 - 15:00	Delegation swim	
	15:00 - 16:00	Public swim	
	16:00 - 18:00	Swimming lessons	
	18:00 - 18:30	Adult Swimming	
Wednesday	19:00 - 21:00	Orcas Swim Team	
	06:30 - 09:00	Lap Swimming	**
	12:00 - 14:00	Lap Swimming	*
	15:00 - 16:00	Public swim	
	16:00 - 18:00	Swimming lessons	
	18:00 - 18:30	Adult Swimming	
Thursday	19:00 - 21:00	Orcas Swim Team	
	06:30 - 09:00	Lap Swimming	**
	09:00 - 12:00	Afnorth school	
	12:00 - 14:00	Lap Swimming	*
	14:00 - 15:00	Afnorth school	
	15:00 - 17:00	Public swim	
Friday	17:00 - 18:00	Aquacise lesson	
	19:00 - 21:00	Orcas Swim Team	
	06:30 - 09:00	Lap Swimming	**
	09:00 - 12:00	Afnorth school	
	12:00 - 14:00	Lap Swimming	*
	14:00 - 15:00	Afnorth school	
Saturday	15:00 - 18:00	Public swim	
	19:00 - 22:00	Synchronised Swim	
	09:15 - 11:45	Synchronised Swim	**
Sunday	12:00 - 16:00	Public swim with Toy	
	16:00 - 18:00	Private pool Booking	
	10:00 - 12:00	Private pool Booking	
	12:00 - 16:00	Public swim	
	16:00 - 18:00	Private pool Booking	

### For Sauna and Pool Bookings Call 0031-(0) 45-526 (Ext 3172)

<b>Single Tickets</b>		
Adult / Child		Euro 2.50
Single aqua		Euro 3.00
Single lessons, 30 min		Euro 3.50
Single lessons, 1 hour		Euro 7.00
<b>Block Tickets</b>		
10 Block ticket		Euro 20.00
10 Aqua block ticket		Euro 25.00
5 lessons, 1 hour		Euro 30.00
10 lessons, 1 hour		Euro 60.00
25 Block Ticket		Euro 40.00
<b>Single Season Tickets</b>		
Valid for 1 year		Euro 100.00
<b>Family Season Tickets</b>		
Valid for 1 Year		Euro 200.00
<b>Private Pool Booking</b>		
Per hour		Euro 40.00
15 Kids + (ADD 2nd LF)		Euro 20.00
Saturday and Sunday	16:00 - 18:00	
Sundays	10:00 - 12:00	
<b>Sauna</b>		
Fees have to be paid before use, if you book the sauna:		
1 hour Incl. 2 person swim		Euro 07.00
10 block ticket sauna		Euro 60.00
Lunch time usage (free)	12:00 - 14:00	
Monday	Women only	
Wednesday	Men only	
Tuesday, Thursday, Friday	Mixed	
<b>Solaruim</b>		
10 minute (1 token)		Euro 4.00
Tuesday - Friday	07:00 - 18:30	
Saturday - Sunday	12:00 - 16:00	
<b>Public swim with big toy</b>		
Every Saturday	12:00 - 16:00	

\* Free for Brunssum Military / NATO ID card holders  
 \*\* Free for Military personnel  
 \*\*\* Ladies only  
 Free entry for children under 4 years



## Library

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

Commercial internet connection connections are also available and the library subscribes to several on-line databases for reference and research. The databases are available through the Library's homepage:

[www.library.eur.army.mil](http://www.library.eur.army.mil)

The library offers also 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 ext. **2669** or **2469** (commercial 045-526 2669 or 045-526 2469).

JFCBS Library operating hours:

Monday & NATO Holidays - closed

Tuesday & Wednesday - 11:00 to 20:00

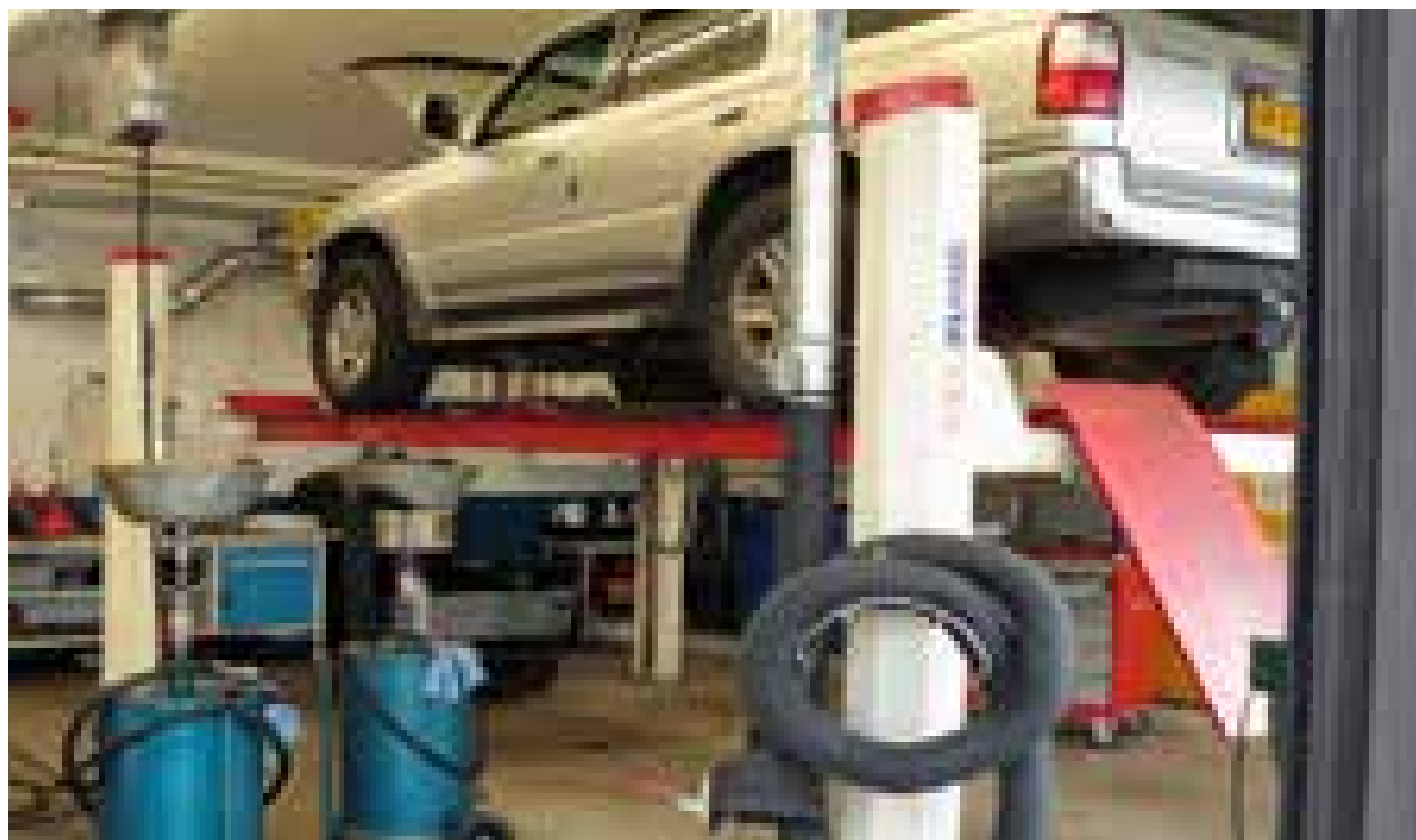
Thursday & Friday - 11:00 to 18:00

Saturday & Sunday - 12:00 to 16:00

## Susanne's Barbershop and Unisex Hairdressing (Bldg 604)

A beauty salon **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 contacted at x2957.

**Opening hours are Monday through Friday from 08:30 to 17:00.**





### Mel's Place, Wellness, Beauty & Nails (Bldg 604)

A new upscale location on JFCBS, offering a complete day spa experience. We cater to both men and women and offer the latest in products. We offer facial and body treatments, pedicures and manicures.  
[www.salonmelsplace.nl](http://www.salonmelsplace.nl)

### Car Craft Centre (Bldg 402)

The five-bay Car Craft Center offers a wide range of equipment for do-it-yourself automobile enthusiasts; we also offer a drop-off service. It is situated in Building 402, HQ JFCBS ext. 3173. The shop can assist you with your **minor automotive needs**. The shop has 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-ityourself workshop. However, a master mechanic can perform **oil change, brakes, wheel balancing, gas welding, steam cleaning and headlight**

**alignment**. Attendants can provide you with a wealth of international technical automotive advice on almost any job. Assigned personnel, with the exception of Dutch nationals, due to local laws, can receive their **annual vehicle inspection (APK)** right here on the base.

### Arts and Crafts Centre (Bldg H607)

The HQ JFCBS Arts and Crafts Center (ext. 2454) offers art workshops, classes, social events, and birthday parties, as well as custom framing.

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 endeavour you'd like to try. Use of the ceramics facility requires an introductory class to familiarize you with the techniques and equipment needed to safely engage in the craft.





Our frame shop also offers a variety of farewell gifts to include plaques, coins and more.

Contact our Center Manager with requests or questions at x2454.

### Language Classes

Language Classes are offered in English, French, Dutch, German and Spanish for personnel and their families. For more information, contact the Base Support Group Family Support and Morale & Welfare Branch at x3299.

### Alliance Theatre (Bldg 405)

The Alliance Theatre seats 365 people and regularly offers Friday and Saturday movies at a fraction of off-base prices. Our suppliers provide us with first-run new-releases each weekend and sometimes we'll show classics, as well.

Adult admission: 6.50 euro (ages 12 and older)

Child admission: 3.75 euro (ages 11 and under)

Additionally, the theatre can be reserved for military briefings, birthday parties, community meetings, conferences, or other gatherings.

Contact Family Support and Morale & Welfare at x3483 to reserve the space.

### General Eisenhower Hotel & International Conference Center (Bldg 701)

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 and pet-friendly rooms at rates better than you will find off-base.

Each room has a microwave and refrigerator, as well as included free Wi-Fi, satellite TV and AFN.

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

**\*\*late-night and weekend check-ins available\*\***

**Mon-Thu** 08:00 - 17:00

**Friday:** 08:00 - 15:00

**Email:** conferencecenter@ymail.com

**Phone:** +31 455263188 or x3188

### HQ JFCBS Allied Officers' Association

Membership is open to all Officers assigned to the Headquarters.

### Other Ranks Association

This active association is open to Non-Commissioned Officers (OR-4 and above).

### 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 Rest lunchroom is undergoing a complete renovation and will be closed for the duration of 2016 and the first half of 2017. It will reopen in the HQ building (H106) upon completion of the new wing in 2017.

### Alliance Restaurant (Bldg 201)

The Alliance Restaurant is situated on the ground floor or Building 201 and offers a complete menu for breakfast, snacks and lunch each work day.

Full meals, a-la-carte snacks and coffee are available throughout the day.

The restaurant is open to all personnel with access to the JFCBS compound, including dependents.

For information, call x3723.

### Opening hours:

**Breakfast:** 07:30 - 09:00

**Lunch:** 11:30 - 14:00

**Coffee Corner:** 07:30 - 15:00

**Closed on weekends and NATO holidays**



### Club 13 (Bldg 201)

All JFCBS AMIS ID card holders may use Club 13 for **military functions, personal parties, hail and farewells, or other events**. It is located on the ground level of Building 201, on the opposite side of the Allince Restaurant. The facility has a wet bar and can be used for small meetings, conferences and gatherings.

There is also regular beer service on Wednesday afternoons from 16:00-19:00. Contact Family Support, Morale & Welfare at x3483 or 3299.

### Child, Youth and School Services (Bldg 602)

The Child, Youth and School Services (CYSS) facility on Hendrik Camp is operated by the United States Army Garrison - Benelux under agreement with HQ JFCBS. They operate a Child Development Center (CDC), School-Age Children Program (SAC), Youth Center (YC) and a Youth Sports and Fitness Program out of a single facility constructed in 2014.

CYSS programs are open to all NATO ID card holders and priority of placement into programs is done without regard to nationality.

The CDC offers full-day programs for children 6 weeks to 6 years old. Hourly care may also be available for children in this age group.

SAC offers before- and after-school care for children enrolled in elementary school to Middle School. SAC also provides full-day care for all enrolled children on duty



days in which AFNORTH International School is not holding classes.

The Youth Center (YC) is open to all registered youth in 6th - 12th grade.

The Youth Sports and Fitness Program offer a variety of individual and team sports for children and youth 3 yrs - 18 yrs.

All CYSS activities are operated on JFCBS duty days (Monday-Friday). They are closed on NATO holidays,

To register for CYSS Programs call or stop by Parent Central Services, Building 602 or call x4192.

### Religious Services

The HQ JFCBS International Chapel Centre is in building H-405. It has three chapels and endeavors to cater for all Christian denominations. Regular Sunday services and sponsorassociated groups are available.

#### British Office:

HQ JFCBS ext. 2959/2804

#### German Office:

Protestant: HQ JFCBS ext. 2422/2912

Roman Catholic: HQ JFCBS ext. 3101/2909

#### Netherlands Office:

HQ JFCBS ext. 3125

#### United States Office:

HQ JFCBS ext. 2940



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# 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 several clubs that come under the umbrella of Facilities Management Branch of the Headquarters 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 throughout Europe, but primarily in the Netherlands, Germany and Belgium.

Our primary objective is to get together internationally in a spirit of general goodwill and camaraderie to promote public health, recreation and fun, to participate locally and internationally, and 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 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 professionally organized by local clubs as well as weekend trips to other exciting destinations planned by the Tri-Border Walking Club. Memberships fees are 20 for an individual membership or 35 for a family membership. This is a one time only fee that buys you a lifetime membership. NATO personnel and their families affiliated with military bases in the tri-border area are eligible to join.

Memberships forms may be found on the Notice Board outside the JFC Library, in the Teachers' Staff Room at AFNORTH International School or you can contact our Walks Coordinator at: [triborderwalking@hotmail.com](mailto:triborderwalking@hotmail.com)

We're always looking for new members and people willing to serve on the executive committee. Please express your interest and we'd happy to have you on board!



## German National Team

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 and participation in national and international tournaments integrate the individuals’ abilities, form the team and helping developing the formidable team spirit among the GNT. Having fun is our main objective!

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

Besides participating in tournaments throughout the German MOD region or in private competitions organized by sports clubs or other groups, our very own annual tournament in August represents the absolute highlight! Our military tournament, according to the Bundeswehr Sports Magazine the “largest military small-pitch soccer tournament worldwide”, is a magnet for more than 80 men’s and women’s teams from all over Europe.

Within two days the teams compete for four “Cups”. Besides soccer the tournament also features a charity project and a large entertainment program including a disco tent night.

Due to its relatively large number of “passive” members the GNT has also become a recreational activities group planning and conducting events or trips on a regular basis. About four times a year, for example, we try to host a social get-together for all our members. Other examples from the past are the Father-Child-Day in the “Aquana” water park, a family trip to the “de Efteling” theme park, karting in Maasmechelen, and quite a few other events.

## 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](http://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.

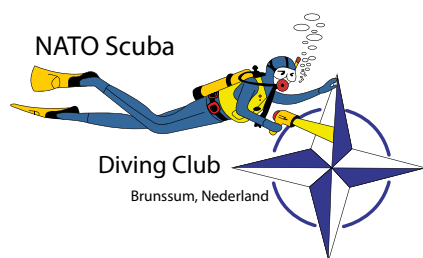


## The ORCAS International Swim Team

Lieutenant Colonel Ted Dempsey, USAF, founded the Orcas International Swim Team in August 1987. Today, our team roster includes an average of 70 or more swimmers who compete in Germany, Belgium, Italy, Spain and England.

As stated in the Constitution, the purpose of our club is to plan, organize, and provide a competitive swim team while promoting personal and team pride that models good sportsmanship within a cooperative spirit.

A further purpose is to conduct recreational and social activities to enhance contact and build relationships with other military and civilian swim clubs in the surrounding area. The Orcas are part of the European Forces Swim League (EFSL). There are two seasons: the Fall Competitive Season (mid-August to mid-January) and the Spring Season that focuses on swim technique training (mid-March to mid-June). By EFSL rules, the Orcas may also contain a limited percentage of host country (German) children and/or Dutch children, who are not otherwise eligible.



## 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.

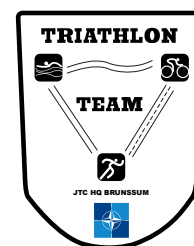
We are all club members to enjoy the exiting sport of Scuba Diving. Our club provides training from taking the first steps to the highest levels using the well established British Sub Aqua Club training programme. The initial training conveniently takes place in our indoor swimming pool, where we meet 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](http://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. Dependants 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  
POC: Flight Sergeant Pierre  
Tel: 045-526-3246

#### Dental:

British Dental Centre  
POC: Corporal O'Brien



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: 045-526-2996 (during lunch and coffee break only for emergencies 045-526-2323)

## 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](http://www.tricareonline.com), or you can call the appointment line at +49(0)2451-99-3200.

### Dental Services:

Please visit [www.tricaredentalprogram.com](http://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](http://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](http://www.goudengids.nl) website, searching for: artsen-huisartsen. You can search using your postcode on [www.artsenzorg.nl](http://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:

Southeast Limburg Night Care Heerlen:  
situated in SEVAGRAM Clinic, building Plataan.  
Address : Henri Dunanstraat 3, 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 Orbis Medisch centrum, next to the First Aid)  
Tel. 046-4009925

## Pharmacy / apotheken in the Netherlands

Information about the local pharmacies can be found in the Gouden Gids ([www.goudengids.nl](http://www.goudengids.nl)). Just select the region you live in and on the map shown in the Internet will direct



you to the pharmacy, which is “on call”. They will give further information when you call them during working hours:

Telephone 045-5741004.

Address: Henri Dunantstraat 5, Heerlen 6419 PC

Further information will be available on the Internet: [www.dassenburchtapotheek.nl](http://www.dassenburchtapotheek.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](http://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:

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,

Morillenhag 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

Bring this voucher to the shop and receive your welcome gift

1000 m<sup>2</sup> duty-free shopping experience

## Shopping & Bank Info

### B&S Central Store - Tax Free Retail at the Base

Whether you shop for a good price, quality, convenience or a specific item, all your needs will be met at the B&S Central Store duty-free Retail shop.

The store is located in building H-604, which is near the swimming pool. At B&S Central Store you find a wide range of tobacco, spirits, wines, beers, soft drinks, perfumes, cosmetics, jewelry, watches and much more.

Last year, B&S Central Store opened the 'The Bean' coffee corner where visitors can sit down, relax and enjoy their own cup of coffee.

The ration goods section offers a comprehensive range of tobacco, cigars and spirits. These goods may be purchased by presenting the valid JFC ID card with blue sticker plus the ration card. Issued by the National Support Units or a temporary ration card issued by the pass and permits office.

Please note that Dutch civilian staff members are not allowed purchasing any ration goods due to Dutch tax regulations.

In case you're interested in goods which are not offered in the store you can take advantage of the B&S Order Service. Please send your request to: [brunssum@bs-gg.com](mailto:brunssum@bs-gg.com) and the B&S team will do its best to suit all your needs → Apple items, tyres, furniture and many more.

Throughout the year B&S Central Store organizes events for its visitors. Every Thursday one of the newest items can be tasted during the "Tasty Thursday" event. Every Thursday from 12.00 – 18.00.

B&S Central Store sends out a Special Offer mailing every two weeks.

In order to receive the Special Offer mailing, please sign up for the digital mailings via [www.bs-centralstore.com](http://www.bs-centralstore.com).

In case you would like to receive more information, please visit the B&S team next to the barbershop & library or call ext. 4027.

### Tax Free Shopping "Downtown"

As well as shopping tax-free on base, you can also go "downtown". This tax scheme allows all HQ JFCBS staff members, except for Dutch nationals, to buy an extensive range of goods from licensed local traders free of value-added tax (BTW).

The scheme covers a wide range of goods, the only government imposed exclusions being:

- Food, drink and tobacco goods. All of these can be bought tax-free at the B&S Central Store- Tax free retail shop.
- Any single item less than 46 Euro, including VAT. This is a limit imposed by the Netherlands government.
- Items designed to be permanently attached to immovable property i.e fixtures and fittings.

Car servicing (car parts are tax-free, if item exceeds 46 Euro). To participate in the scheme, local traders have to possess a license.

The HQ JFCBS Support Group publishes a booklet, which lists all licensed traders under at least 28 different headings. The booklet explains how the scheme works in more detail. Copies can be obtained from the Pass and Permits Office in building H-102. The office is open Monday through Friday for tax-free processing (VAT forms cost 3 Euro each). For more information, call HQ JFCBS ext. 2319.

### Tax-free Shopping EU Market:

The JFCBS 15-10 tax-free scheme allows entitled personnel to purchase, free of value-added tax (VAT/BTW), an extensive range of goods from traders within the EU community. The goods need to be delivered at the entitled person's host nation address and the entitled person will need to have the good in possession at his address in the Netherlands throughout the 3 years or until the end of their tour at JFCBS. For more information and to download a HQ JFCBS Form 619, please, go to our Community web site:

<http://www.jfcbs.nato.int/jfcbmunsum-community/page149273854.aspx>

### Bank Info

ING Bank

<https://www.ing.nl/de-ing/over-de-ing/de-ing-wie-zijn-wij/welcome-to-ing/index.html>





# 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](http://www.afnorth-is.com)  
E-mail: [ais.directorate@eu.dodea.edu](mailto: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: Nijverheidsweg 25

6277 AL Maastricht,

Postal Address:

PO Box 1187

6201 BD Maastricht,

<http://www.uwc-maastricht.com/>

Tel.: +31 (0)43 367 4666

Fax: +31 (0) 43 367 0809

UWC Maastricht opened in September 2009, and comprises the International Department of Joppenhof Primary School and the International School of Maastricht (Secondary) and caters to around 600

students from more than 40 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](mailto:admissions@uwcmaastricht.nl)  
[info@uwcmaastricht.nl](mailto: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

## 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

## Question words

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

## 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!
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... ?

## Numbers

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

## 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



To learn more about **HQ JFCBS**, go to: [www.jfcbs.nato.int/jfcb Brunssum.aspx](http://www.jfcbs.nato.int/jfcb Brunssum.aspx)  
 To read the **Northern Star Magazine**, go to: [www.jfcbs.nato.int/jfcb Brunssum/Northern-Star.aspx](http://www.jfcbs.nato.int/jfcb Brunssum/Northern-Star.aspx)  
 To find more about **HQ JFCBS community activities**, go to: [www.jfcbs.nato.int/jfcb Brunssum-community.aspx](http://www.jfcbs.nato.int/jfcb Brunssum-community.aspx)  
 To take your **family** for a trip, go to: [www.jfcbs.nato.int/jfcb Brunssum-community/c100.aspx](http://www.jfcbs.nato.int/jfcb Brunssum-community/c100.aspx)  
 To download **Newcomers Guide**, go to: [www.jfcbs.nato.int/jfcb Brunssum/downloads.aspx](http://www.jfcbs.nato.int/jfcb Brunssum/downloads.aspx)  
 To meet **HQ JFCBS community**, go to: [www.facebook.com/jfcbs](http://www.facebook.com/jfcbs)

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

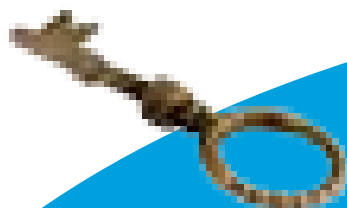
The Netherlands Board of Tourism	<a href="http://www.holland.com">www.holland.com</a>
Belgian Tourist Office	<a href="http://www.belgiumtheplaceto.be">www.belgiumtheplaceto.be</a>
German National Tourist Board	<a href="http://www.germany.travel">www.germany.travel</a>
The French Government Tourist Office	<a href="http://www.franceguide.com">www.franceguide.com</a>



Markt 14, 6211 CJ Maastricht

T 085-7733664

E [koelman@koelman-advocatuur.nl](mailto:koelman@koelman-advocatuur.nl)



The key  
to a solution

If you need ...

legal aid in arranging a divorce?  
your driverslicense back?  
help solving problems at work?

Let me do my job so you can do yours!  
Legal advise by Koelman Advocatuur

Enjoy being you



Therapist  
Rinckberg 47  
6374 LP Landgraaf  
(Rimburg)  
T: 045-5691369  
[www.agnesgiesberger.nl](http://www.agnesgiesberger.nl)

THE NEW  
MODERN-MEDITERRANEAN  
EXPERIENCE IN THE HEART OF MAASTRICHT

FRESH IDEA'S AND A GREAT ATMOSPHERE IN THE CHARMING  
MARIASTRAAT

tonica  
MAASTRICHT



COME FIND US...  
MARIASTRAAT 5  
6211EP MAASTRICHT





# 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. 39  
Commercial Number +31(0) 46-443-XXXX  
Email: [usarmy.schinnen.imcom-europe.list.acs@mail.mil](mailto:usarmy.schinnen.imcom-europe.list.acs@mail.mil)

Information & Referral	360-7500
Fax	360-7466
Relocation Readiness	360-7512
Financial Readiness	360-7450
Army Emergency Relief (AER) Voice Mail	360-7537
Deployment & Mobilization	360-7269
Employment Readiness	360-7269
Army Volunteer Coordinator	360-7450
Family Advocacy Program (FAP)	360-7453
FAP Victim Advocate	360 -7367
Domestic Violence Hotline	061-321-6737
Exceptional Family Member Program (EFMP)	360-6898
New Parents Support Program (NPSP)	360-7335
NPSP Cell Phone	062-309-3567
Army Family Team Building (AFTB)	360-7269
Army Family Action Plan (AFAP)	360-7269





## 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: 360-7450  
Civ: 046-443-7450

## 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 PERSOM/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: 360-7500  
CIV: 046-443-7500

## 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: 360-7450  
CIV: 046-443-7450

**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: 360-7269  
CIV: 046-443-7269

- 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

POC: FAP Manager  
DSN: 360-7453  
CIV: 046-443-7453

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: 360-7218/7500  
CIV: 046-443-7218/7500

#### 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: 360-7335  
CIV: 046-443-7335

**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: 360-7218  
CIV: 046-443-7218

**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: 360-7450/7500  
CIV: 046-443-7450/7500

**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: 360-7512  
CIV: 046-443-7512