



NATO
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NEWCOMERS GUIDE

HQ JFCBS – 2012



Brunssum

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Home to you!



www.jfcbs.nato.int

Using the Telephone

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

HQ JFCBS emergency number for Police/Fire/Medical	2000
Royal Marechaussee Representative	2544/2650
Royal Marechaussee control room	0343 – 528 999
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 '0' 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	To	Dial
045 areas in Limburg Province	HQ JFCBS	526 and desired extension number
Any other areas in the Netherlands	HQ JFCBS	045-526 and desired extension number

If subscriber is not known, dial 526-2222 (from 045 areas) or 045-526-2222 (from other areas in the Netherlands) and ask the operator for Booking and Information.

Useful HQ JFCBS Numbers

Barrack Accommodations

Belgium 3009	Germany 3565
The Netherlands 3023	UK 2585/2596
US Army 2169	US Air Force 2262

National Support Belgium

Medical Centre 2152
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 (all hours) 2346
Orderly Room 3159/2194

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

Secretariat 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

2580

Passes and Permits

2580

Emergencies on camp

2000

Telephone/Computer Helpdesk

3000

Switchboard operator

9

Welcome

Welcome to Allied Joint Force Command Brunssum.

Having just arrived you will be acclimatising to your new surroundings but, hopefully, will quickly settle in and start to enjoy the beautiful region of South Limburg. We have always enjoyed good relations with the regional community, and I am sure you will find it a pleasure to work and live here for the next couple of years.

Our work focuses on crisis management. It embraces everything from humanitarian relief to security assistance and military cooperation. We undertake these tasks as part of the NATO family under the direction of Allied Command Operations – still commonly known as SHAPE (Supreme Headquarters Allied Powers Europe).

I expect everybody to know my Commanders' Intent and be familiar with the Brunssum Campaign Plan. It is essential you know my priorities and objectives. The principle of Mission Command has my strong backing as it allows a certain freedom of movement but you must ensure your activities are sensitive to the command structure in place.

You have joined Brunssum at a particularly challenging time. Our top priority is the International Security Assistance Force (ISAF) mission to assist the Government of the Islamic Republic of Afghanistan in stabilising their country. NATO and the International Community remain committed to ensuring mission success and, at Brunssum, we will always go the extra mile to provide out-of-Theatre assistance and leadership. For the remainder of 2012 JFC Brunssum is also the Standby Command for the NATO Response Force so you must integrate yourselves quickly into the staff and learn from colleagues who will have benefitted from last year's NRF training activities. In 2013 we will undergo another round of NRF training in preparation for our 2014 NRF command task so, for those of you new to this environment, the opportunity to participate in tailored NRF training will soon emerge. For now, settle into your new posts and learn from colleagues already here.

South Limburg is a region that features many interesting historic sites and an abundance of varied cultural and sporting activities. Maastricht, the capital of the Province of Limburg, is particularly attractive, with a history that dates back to the time of the Romans. But there are many other cities nearby in Germany, Belgium, and France that you should try to visit and enjoy. These include Aachen, Cologne, Düsseldorf, Liege, Gent and Hasselt; even Paris is not too far away. Don't hesitate to ask your colleagues for their personal experiences. Take advantage of the varied and unique international environment this NATO headquarters offers, and the gateway to Europe it provides.

I wish you and your family an enjoyable and rewarding time in Limburg, and hope that you will also take the opportunity to establish many new friendships during your time here.

Wolf Langheld
General
Commander, JFC Brunssum



General Wolf Langheld,
Commander Allied Joint Force
Command Brunssum

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Colophon

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by Public Affairs Office



History

Headquarters Allied Joint Force Command Brunssum (HQ JFCBS) is located in Brunssum, Limburg, the Netherlands, in the heart of Northwest Europe - an area which is often referred to as "the balcony of Europe," or "land without frontiers" because of its easy access to several countries. HQ JFCBS was built upon the former HQ Allied Forces Central Europe's (HQ AFCENT) infrastructure, which has been in use since 1967 and former RHQ AFNORTH. Two factors led to the establishment of HQ AFCENT here: When France withdrew from NATO's integrated military structure in 1966 it became necessary for AFCENT to vacate its headquarters in the French town of Fontainebleau where it had been established since its inception in 1953. At the same time the closure of Limburg's coalmines led the Netherlands government to offer NATO the use of the former Hendrik Mine Site in Brunssum. Consequently AFCENT moved into its new home on March 15, 1967. On June 1, 1967, the official inauguration ceremony took place in Brunssum.

March 3, 2000, Headquarters AFCENT stood down and the new Regional Headquarters Allied Forces North Europe (RHQ AFNORTH) assumed command. July 1, 2004, Allied Forces North Europe (AFNORTH) ceased to exist, and became Allied Joint Force Command (JFC) Headquarters Brunssum. This was more than just a mere name change for the NATO buildings and offices located in Brunssum, it was a part of a major realignment of forces and command restructuring that NATO was undertaking.

The restructuring process was initiated during the Prague Summit in November of 2002. During the Summit, Alliance members decided to change the structure of NATO commands in order to more effectively handle the security challenges of the 21st century. It was decided that NATO's operational headquarters will no longer be tied to regional areas, giving NATO greater flexibility with the commands. Restructuring commands was completed in 2005. Further restructuring of the NATO operational commands took place in 2011 and in 2012 when the HQ changed its name to Headquarters Allied Joint Force Command Brunssum.

On Arrival

Registration of HQ JFCBS Personnel and Family Members

As soon as possible after arrival, service personnel, civilian personnel and family members are required to report to the Passes and Permits Office in building 102 (ext. 2580) to register themselves. For more information, read the section “You and your Car in the Netherlands”.

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 Office of the Royal Marechaussee Representative (RMR) in building H-100 (ext. 3191) within eight days of arrival in the Netherlands.

Service personnel 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 and 2 pass photo's Dutch standard.

On completion of registration, a Permit of Residence (also known as a “Green Card”) will be issued. This is the legal authority for non-Dutch nationals to reside in the Netherlands. The holder must carry this permit at all times. Only 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 RMR Office for re-registration. If a permit of Residence is stolen or lost renewal will cost you up to €240.

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

The RMR is your Town-Hall authority.

The Royal Marechaussee Office 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 RMR Office 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.

Departure

Before departure the Netherlands due end of tour, you are obliged to report to the RMR and produce your new address and hand in your Permit of Residence.

Personnel

All HQ JFCBS military personnel should report to the Military Personnel Branch (MPB)/J1, building H-106, room H 2.39 for in- and out-processing. For inquiries call MPB at ext. 4005. Military personnel should also coordinate with their National Support Unit for nation-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. For all categories of personnel HQ JFCBS Form 403A should be used.

Briefings

Newcomers briefings will be given upon arrival to all military and civilian newcomers: 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 a Functional Area Training should further improve an individual's proficiency level in the performance of his job.

You and your Car in the Netherlands



For registration and privileges please visit the following offices:

Passes and Permits

(Building H-102 Hendrik camp)

Vehicle Registration

(Building H-102 Hendrik camp)

Tax Exemption Office

(Building H-102 Hendrik camp)

Passes and Permits:

- At your National Delegation/ NSU/NSE or supported entity you will receive the HQ JFCBS Form 162. With this form you can start in-processing.
- Passes & Permits Section (building 102, Hendrik Camp, ext. 2580) affects the registration of military and civilian component personnel and their dependents of HQ JFCBS and/or 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 HQ JFCBS ID card is recognized by the Netherlands authorities, to be used as official document for identification. For non HQ JFCBS ID 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).

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 temporarily, free of duty, their privately owned motor vehicles (POMV) for the personal use of themselves and their dependents. They are entitled to register as many vehicles as there are in the household. 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. However, be aware that when you sell these POMV's you might have to pay: Import tax, and/or Value Added Tax (VAT/BTW), and/or luxury tax (BPM). Please contact Vehicle Registration for more information on how to act when selling POMV's. It will prevent you from unexpected costs.
- Entry into the Netherlands: when being posted to HQ JFCBS or supported Entities in the Netherlands and bringing POMV's, you will be granted initial entry into the Netherlands under the regulation pertinent to other visitors, but you must be in possession of:
 - 1) Proof of Insurance for those POMV's that are being driven,
 - 2) A national vehicle registration document;
 - 3) A valid driving license portraying the category of those POMV's being driven;

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

- Upon taking up your appointment in the Netherlands your visitor's status ceases. You must therefore register your POMV's at HQ JFCBS Vehicle Registration as soon as possible but within maximum 30 days of arrival. For T1 (MRN) vehicles (i.e. US / CAN) they have to be registered within 5 days after being picked up at the "Customs zone" near the Port of arrival.
- Vehicle Registration Section affects the registration of POMV's owned by HQ JFCBS and/or supported Entities personnel in the Netherlands.

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

by an insurance company registered in the Netherlands. (Autoriteit Financiële Markten approved code 10a) and reflecting current residence address. The proof of Insurance must identify the vehicle by chassis number;

- National driving license;
- Valid (HQ JFCBS) 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);
- A registration fee.

The following points may be relevant to your particular circumstances:

- In line with Netherlands law, your vehicle, if it is three years and older, must be inspected prior to registration by an official APK testing station (Technical Inspection). An equivalent foreign technical inspection certificate may not be older than 3 months on date of registration at HQ JFCBS;
- 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 do not. If you own a caravan or trailer they must be registered prior with Vehicle Registration Office.
- If the weight of the caravan or trailer is below 750 kg you must display the same license plate as the towing vehicle. Caravans/trailers above 750 kg. (Including load capacity) are registered like motor vehicles and receive their own registration and license plate;
- The loaning or borrowing of HQ JFCBS registered caravans is not permitted.
- Vehicles can only be registered in the name of the sponsor, dependents and family members are excluded.
- If relatives visit a HQ JFCBS registered member, under exceptional circumstances and for very urgent reasons, it is possible to drive their HQ JFCBS registered vehicle. However the loaning or borrowing of HQ JFCBS registered POMV's must be requested. The Provost Marshal can approve this Certificate of Loan, in each case with a maximum duration per request of 1 month. Relatives must be 18 years and must be in possession of a national driving license for the category needed.

Car Insurance

If your car is stolen or considered Total loss, the Netherlands Tax authorities will decide if and how much: Import Tax, Value Added Tax (VAT/BTW) or luxury Tax (BPM) will be charged. Ask your insurance agency or seek professional advice if you are covered under your present policy for this liability. Furthermore please be aware that there is a significant difference in the price you pay for your car insurance with or without this coverage.



Mopeds

Mopeds are divided into two categories: bromfiets, max. 50 km., min. 16 years, helmet obligatory and snorfiets, max. 25 km., min. 16 years, no helmet. Both categories need a moped certificate or a national driving license. They receive a registration and license plate. Insurance is mandatory. Be aware that in the Netherlands mopeds use the same roads as cars in built-up areas. The specially designed cycle paths are not to be used by mopeds unless indicated otherwise. Those who passed the moped drivers test can pick up their category AM moped driver's license at the municipality.

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 pedes-

trians. 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 Netherlands (like the tick test in the UK and the US).

Current Speed Limits:

The Netherlands

National Motorways (Autosnelweg) - 120 km/h (75 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

Motorways - 120 km/h (75 mph);
Inside built-up areas - 50 km/h (30 mph);
All other roads - 90 km/h (50 mph).

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).

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 and LPG 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 fuel ration card and can buy fuel coupons at a discounted price.

* - unless indicated otherwise

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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)

A unit of the Royal Marechaussee is located inside Hendrik camp building H-100, telephone 045 - 4058480 or HQ JFCBS ext. 2650. This unit consists of the Royal Marechaussee Representative (RMR) to HQ JFCBS together with a small staff. 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

RMR 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 office

of the Royal Marechaussee Representative in 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 tax-free 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).

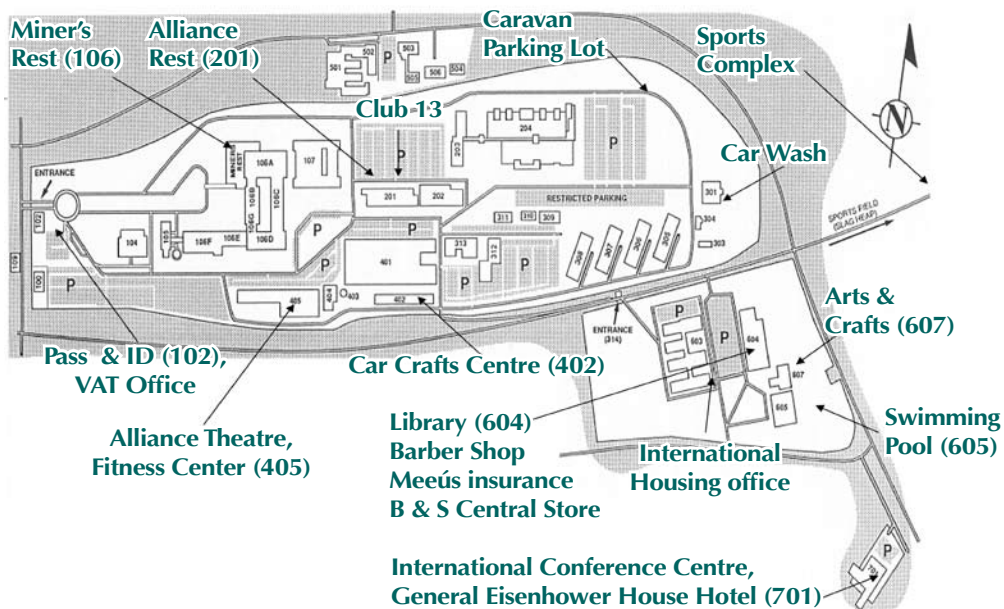
Environmental, Health & Safety Section

An Environmental, Health & Safety (H&S) 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 E, H&S 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).

Life in the Headquarters



Working Hours

Normal working hours at HQ JFCBS are:

Monday to Thursday: 0815 to 1715

Lunch/physical training – one hour to be taken between 1200 – 1400.

Friday - 0815 – 1500

Lunch/physical training – one hour to be taken between 1200 – 1400.

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 courtesies**.

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

There are more than 150 civilians working at Brunssum Hendrik Camp. About 90 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 **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 Local Wage Rate employees (LWRs), most of whom are Dutch citizens. They fall under the conditions and regulations laid down by HQ JFCBS in accordance with the Netherlands Civil Laws. Most AF LWR (80) employees are skilled craftsmen and make an important contribution to the maintenance of



this Headquarters.

Another group of LWR personnel - 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.**

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 has a variety of houses for rent, presented electronically, showing the in- and outside of the houses.

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. 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

Those 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. **Canadian Forces Network Brunssum** (CFNB) also broadcasts from its own studios within the Headquarters and can be received on FM 96.9 MHz. 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. The channels carried by the cable are a matter for the local authorities and vary from place to place. In addition to Dutch, German and **Belgian TV channels**, there are usually several commercial (satellite or digital broadcasting) TV Stations on each local system. Some channels are scrambled and cannot be viewed without a special decoder. 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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06 49684692



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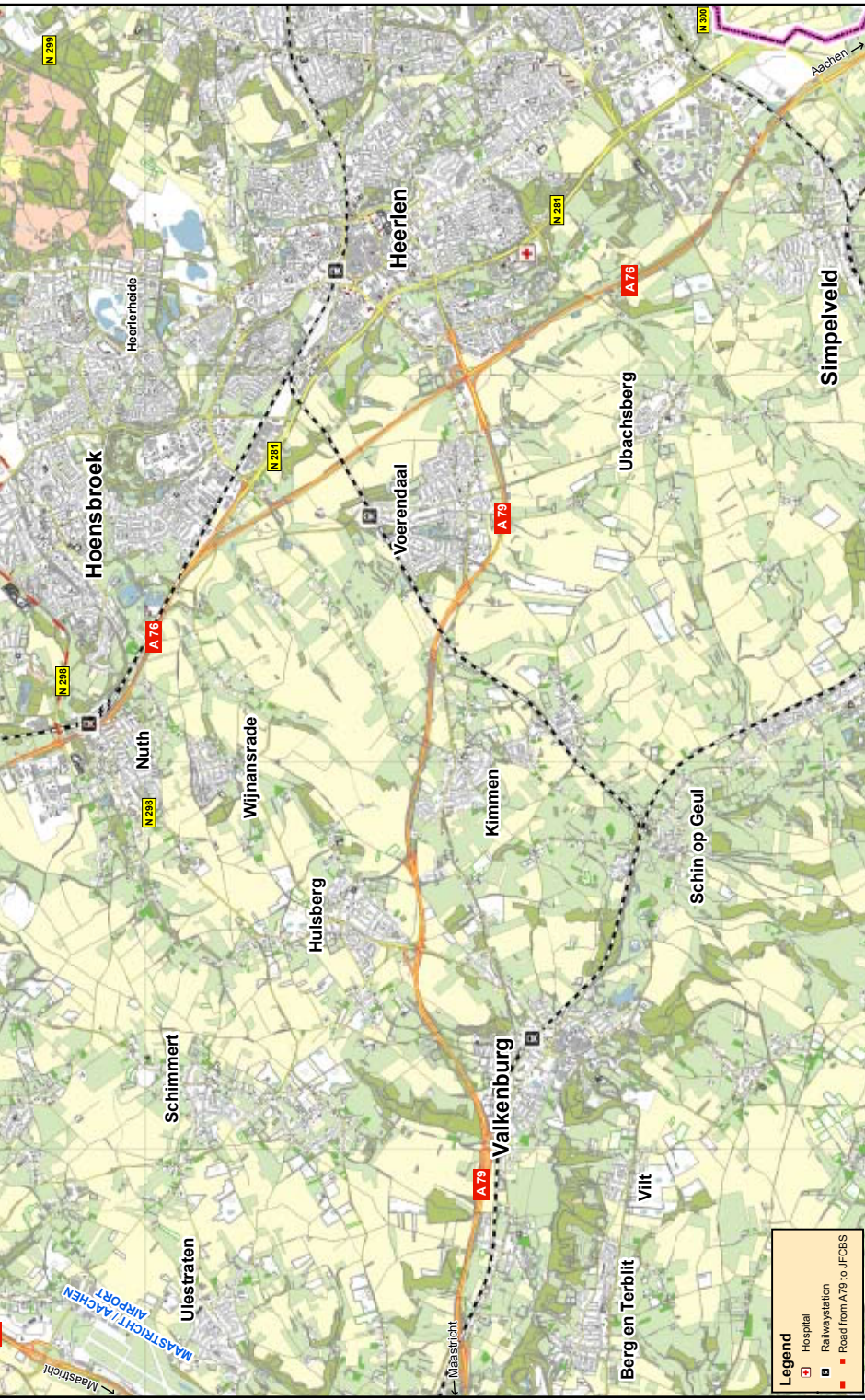
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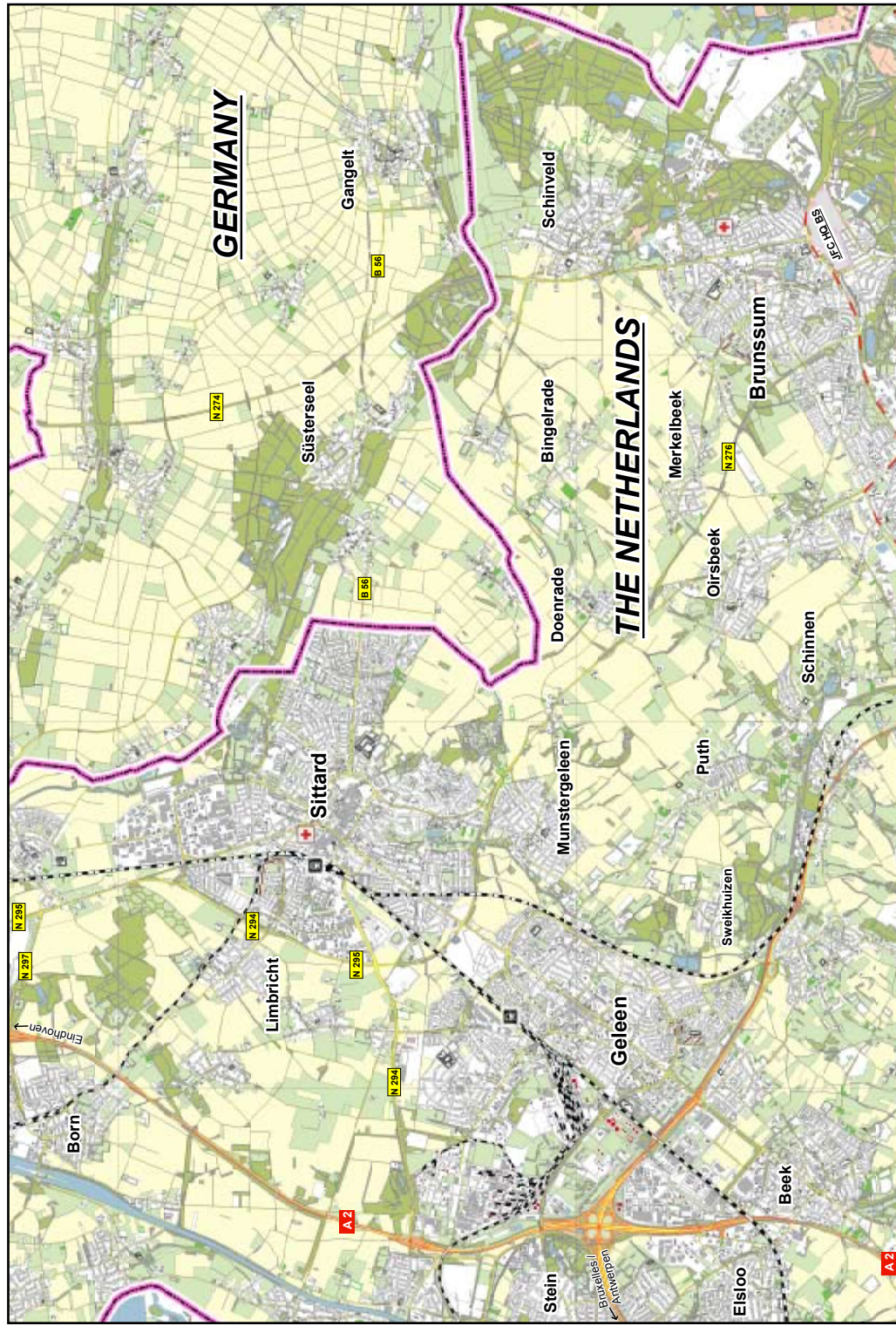
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Amenities



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. 2626).

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 Friday from 0930-1230 & 1330-1630**.

HQ JFCBS Gymnasium

The HQ JFCBS Gymnasium is located at Building H-405. It provides a large variety of **fitness programs and equipment** to meet the fitness goals for you and your family. We offer **men's and women's changing rooms** equipped with showers, daily use lockers, and a sauna. The fitness centre has an assortment of courts and multi-purpose rooms for your use. These courts and rooms include **two squash and handball courts, basketball court, self directed fitness room, spinning room, multi-purpose/aerobics room, cardiovascular room, and weight training room**. The cardiovascular room contains cycles, stair steppers, cross-trainers, treadmills, and

rowing machines. The weight training room contains a full line of bodybuilding equipment created by Life Fitness and Hammer Strength. It is designed for both light and heavy workout plans enabling you to target specific muscles. If you want a fitness workout plan, our Physical Training Instructor can assist you with a physical fitness programme. The fitness centre also offers **solarium (tanning bed) and massage services**. More information is available from the HQ JFCBS Fitness Centre by calling ext. 3170 or 3171. **Opening hours: Monday through Thursday 0600-2000, Friday- 0600-1500, Saturday 0900-1300. Sunday CLOSED.**

Tennis Courts

We have four tennis courts, adjacent to the swimming pool. You don't need to join a club to use these courts, and there is no charge for their use.

Sports Complex

The HQ JFCBS Sports Complex (also referred to as "the Slag Heap"), has **eight floodlight lit fields 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's a long jump pit, two baseball fields and a horseshoe pit. A major attraction at the Sports Complex is the newly renovated 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. A playground is available for children, with lots of running space. There are also bouncy castles available for rent. During the summer, the Sports Complex is the scene of various HQ JFCBS special events like Summer Fest, Hockey Festival, Football Tournament, and other shows and sports meetings. Call HQ JFCBS ext. 2055 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. HQ JFCBS members, clubs and activities indicated below are available for participation:

International Boy Scout Troop, Scuba Diving Club, Girl Scouts, JFC Golf Society, Scale Modeling, Allied International Marching Team, International Spouses Club, Knights Hockey Club, Sailing Club, Shooting Club, Orcas International Swim Team, Triathlon Club, Tri Border Walking, Hockey Club, Alliance Players, JFC Jiu-Jitsu Club, JFC Youth Football Club, Other Ranks Association (Enlisted), Civilian Staff Association (CSA), Allied Officer Association.

Further details may be obtained from the Family Support, Morale & Welfare on HQ JFCBS ext. 2626.

Swimming Pool

The **indoor heated swimming pool** (25 x 12 1/2 meters) is located in Building 605, in the vicinity of HQ JFCBS Mini-Mall. It may be used by all HQ JFCBS personnel and their family members at nominal costs. A sauna and sun bed is also available. Depth ranges from 1 to 3.80 meters, but even the tiniest toddlers can wet their toes in a 6 x 6 meter baby pool with a depth of 20-40 centimeters. Lunchtime joggers and sunbathers can use the changing facilities by paying the regular pool entry fee. Men and women's dressing rooms each have showers, lockers and hairdryers. Military members and NATO Civilians swim for free during designated times. Call HQ JFCBS ext. 3172 for more information.

Library

The HQ JFCBS Library provides **books, audio books, language videos, DVDs, maps and current issues of international magazines 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. Internet services are also available and the library subscribes to several on-line databases for reference and research. The databases are available through the HQ JFCBS Library's homepage: www.library.eur.army.mil. The library offers also a free wireless "hot-spot" for your use.

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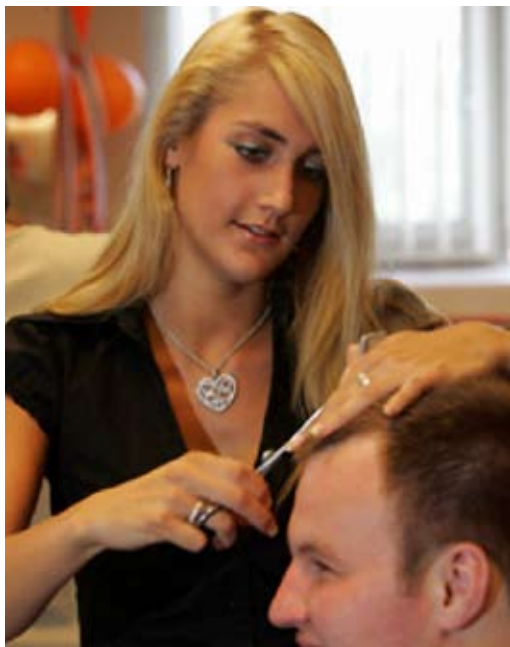
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A new multi-purpose room is available with 10 chairs and two tables. It can be used for classes, meetings, watching satellite TV or playing wii games. You will find a white board, TV-set, a projector, DVD player, a wii games console and wireless internet. For reservations please call HQ JFCBS ext. **2669** or **2469** (commercial 045-526 2669 or 045-526 2469). HQ JFCBS Library operating hours : Monday&NATO Holidays – closed, Tuesday-Wednesday from 1100 to 2000, Thursday- Friday from 1100 to 1800, Saturday - Sunday from 1200 to 1600.



Full Service Barbershop and Beauty Salon (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 on ext. 2957.

Opening hours are **Monday through Friday from 0830 to 1700.**

Car Craft Centre

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-it-yourself 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

The HQ JFCBS Arts and Crafts Centre in building H-607 (ext. 2454) offer **ceramics, woodworking, and custom framing**. The ceramic shop offers an introductory class, which is a mandatory requirement prior to using the ceramic facilities. The class will familiarize you with the facility and the proper techniques of the art of ceramics.

The Frame Shop offers a “we-frame-it” service, as well as classes to learn to “do-it-yourself”. Painting and many other forms of fine arts can also be pursued in this centre.

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 ext. 2626.

Alliance Theatre

HQ JFCBS Alliance Theatre in building 405, seats 365 people, **shows movies every Saturday** at a fraction of off-base prices. AAFES Reel time Theatres supplies newly released movies, shows are every Saturday. Adult admission: 4.00 euro (ages 12 and older). Child admission: 2.00 euro (ages 11 and under). The theatre can be reserved for military briefings, community meetings, conferences or other gatherings requiring a large auditorium by calling the Family Support and Morale & Welfare at ext. 2626. Most local towns have modern cinemas, many of which screen films in English. Additionally, nearly every large town has its own municipal theatre in which regular cultural productions take place. You'll find the program listed in various national and international bulletins and publications.



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HQ JFCBS Conference Centre

The HQ JFCBAS Conference Centre, building 701, is located one km to the east of HQ JFCBS. The conference centre has **reception rooms for private and official functions** and is open to all members of the HQ JFCBS community including the National Support Units. The Eisenhower Hotel is located on the premises for lodging. Call ext. 3188 for details.

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

Membership is open to all civilians assigned to the Headquarters.

Miners' Rest

The HQ building cafeteria is open **Monday through Thursday from 0730 to 1530 and Friday 0730-1430**. Coffee, tea, soft drinks, sandwiches as well as a daily lunch menu are available.

Alliance Rest

The Alliance Rest is situated in Building 201 at HQ JFC Brunssum. It provides an international cuisine on its daily lunch menu as well as coffee and desserts. This facility is open to all military, civilian staff personnel and their family

members. For information, call HQ JFCBS ext. 3723. Opening Hours: **lunch 1200-1400**. Closed on weekends.

Club 13

All HQ JFCBS ID cardholders may use Club 13 for **military functions, personal parties, hail and farewells**, etc. It is located on the top floor of Building 201 at HQ JFCBS. The club has a bar and an impressive **disco set-up, stage and dance floor**. Call Family Support and Morale & welfare ext. 2626 for more information.

Child, Youth and School Services (CYSS)- CDC, SAC, YC, Youth Sports and Fitness

The CDC Building 505 is open Monday-Friday 0700-1800 and offers full day programs for children 6 weeks to 6 years old. Part day pre-school is offered for children 3 to 5 years old as well as a before and after school program for IY1 and IY2 students. Hourly care is also available for children in this age group. SAC offers before and after school care for children in IY4-M1. Before school care is open from 0700-0900 and after school care is from 1530-1800. SAC provides care 0700-1800 on school out days. The Youth Center (YC) Building 603 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. To register for all CYSS Programs call or stop by Parent Central Services Building 505, Ext 4192. Open to all NATO and US ID Card holders.

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 sponsor-associated 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

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)

0800 – 1200 and 1300-1700

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.

Dutch Medical Services/artsen, huisartsen

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

In case of a serious accident or life threatening medical emergency call 112 for an ambulance.

Weekends and Dutch holidays (24 hours a day):

At the weekend, on Dutch holidays and after work from 17.00 till 08.00 hours the medical emergency service should be used for sickness and minor diseases when the local general practitioner can not be reached. In the region of Limburg there are three points of contact in charge, depending on where you live: **Heerlen, Sittard and Maastricht**. They are located directly in the hospital or in a building right next to the hospital. At these places you will always find a general practitioner, who will decide what follow up strategy might be useful in your case.



Southeast Limburg Night Care Heerlen:

Address: Henri Dunantstraat 5, 6419 PC Heerlen
(at the hospital Atrium Medisch Centrum Heerlen)
www.atriummc.nl

Tel. 045-5778844

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). 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

Midwives / vroedvrouwen in the Netherlands

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



Physical Therapy / Fysiotherapeuten in the Netherlands

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

Dentist:

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	045-56354838
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 0800 to 1600: each hospital in Aachen!
From 1600 to 0800
Monday: Luisenhospital,
Boxgraben 99,
tel: 0049-241- 4140
Tuesday: Universitätsklinikum,
Pauwelstraße 30,
tel: 0049- 241- 800
Wednesday: St. Franziskus Krankenhaus,
Morillenhang 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

International Schools

General

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

In Brunssum

AFNORTH International School

Address: Ferdinand Bolstraat 1
6445 EE Brunssum
www.afnorth-is.com
E-mail: ais.directorate@eu.dodea.edu
Tel.: +31 (0)45 527 8221
Fax: +31 (0)45 527 8233

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

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

In Maastricht

United World College Maastricht

Address: 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 Inter-

national 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
info@uwcmaastricht.nl





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<i>Mengelters Sittard BV</i>	Bergerweg 73	6135 KD Sittard	tel 046-4521000	fax 046-4519174
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045-5257700	045-5218822	045-5257700	045-5218811	045-5700800	045-5218811	045-4009911

Shopping & Bank Info

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

Whether you shop for price, quality, convenience or a specific item, we hope that most of your needs can be met at the B&S Central Store tax free retail shop.

The shop is located within the Hendrik Camp in building 604, which is near the swimming pool. The shop offers a wide range of tobacco, spirits, wine, beer, soft drinks, perfumes, cosmetics, toys, sporting equipment, convenience food, gifts, souvenirs, clothing, footwear, leather goods, watches, electronic equipment, stationary, international newspapers, coffee and tea.

The rationed goods section offers a comprehensive range of tobacco and liquor, which may be purchased by presenting a ration card issued by the National Support Units or a temporary ration card issued by the pass and permits office and a valid HQ JFCBS ID card. Dutch civilian staff members are not permitted to use the shopping centre, due to Dutch tax regulations. Prices are competitive.

Watch for flyers, which are published on the Internet and distributed throughout HQ JFCBS. For more information, see the shop manager in building H-604 or call ext. 4019. Opening Hours are Monday to Friday: 1000 to 1800 hrs and Saturdays: 1000 to 1500 hrs.

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.

Bank info

ABN Amro
Raadhuisstraat 1
6444AA
Brunssum

Contact by phone:

For questions: 0900-00 24
(choose option '3' for an English-language menu)

For complaints: 0800-02 40 712
(24hrs per a day, 7 days a week)

www.abnamro.nl



Basic Dutch Phrases & Website Links

Greetings

Hello
Good day
Good evening
Good night
Hi
Good bye
See you soon

Hallo
Goedendag
Goedenavond
Goedenacht
Hi/Daag
Tot ziens
Tot ziens

Etiquette

Please
Thank you (very much)
Excuse me
I'm sorry, but...
That's a shame
May I... ?

Alstublieft
Dank je/u (zeer)
Neem me niet kwalijk
Het spijt me, maar...
Dat is jammer
Mag ik... ?

General responses

Yes
No
I don't know
I think so
I don't think so
Of course
True
With pleasure

Ja
Nee
Ik weet het niet
Dat denk ik
Ik denk het niet
Natuurlijk
Waar
Met plezier

Numbers

0
1
2
3
4
5
6
7
8
9
10

Nul
Een
Twee
Drie
Vier
Vijf
Zes
Zeven
Acht
Negen
Tien

Question words

Where?
When?
Why?
What?
Who?
How?
How much/many?

Waar?
Wanneer?
Waarom?
Wat?
Wie?
Hoe?
Hoeveel?

Special occasions

Congratulations!
Happy Birthday!
Happy Christmas!
Happy New Year!
Happy Easter!
Good Luck!
Enjoy the meal!
Have a safe journey!
Have a good holiday!
Take Care!
Have a nice day!

Gefeliciteerd!
Fijne Verjaardag
Prettige kerstdagen!
Gelukkig NieuwJaar!
Fijne paasdagen!
Veel geluk
Smakelijk eten
Goede reis!
Prettige vakantie!
Doe voorzichtig!
Een fijne dag verder!

Days of the week

Monday
Tuesday
Wednesday
Thursday
Friday
Saturday
Sunday
day
morning
afternoon
evening
night
today
tomorrow
tonight
yesterday

maandag
dinsdag
woensdag
donderdag
vrijdag
zaterdag
zondag
dag
ochtend
middag
avond
nacht
vandaag
morgen
deze nacht
gisteren



To learn more about **HQ JFCBS**, go to: www.jfcbnato.int/jfcbnato.aspx

To read the **Northern Star Magazine**, go to: www.jfcbnato.int/jfcbnato/Northern-Star.aspx

To find more about **HQ JFCBS community activities**, go to: www.jfcbnato.int/jfcbnato-community.aspx

To take your **family** for a trip, go to: www.jfcbnato.int/jfcbnato-community/c100.aspx

To download **Newcomers Guide**, go to: www.jfcbnato.int/jfcbnato/downloads.aspx

To meet **HQ JFCBS community**, go to: www.facebook.com/jfcbnato

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

The Netherlands Board of Tourism

www.holland.com

Belgian Tourist Office

www.belgiumthelaceto.be

German National Tourist Board

www.germany.travel

The French Government Tourist Office

www.franceguide.com

Emergency Information Card

Did you know? Be Prepared in Case of Emergencies

How to react in case of emergency in the Netherlands?

What to do in case of fire or utilities failure?

General tips:

Every Emergency is different, but at least you should:

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

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

Off the base information:

- Royal Marechaussee
Control room:
034-3528900 (Emergency)
034-3528999 (No Emergency)
- Health authority (GGD)
045-8506666
- Advice and Support
Domestic Violence
0900-1262626
- Animal maltreatment
(National number)
0900-2021210
- Office Royal Marechaussee
Representative/Alien
Registration
045-4058480
- Gas and Electricity breakdown
0800-9009

On the base information:

- Emergency: Ext **2000**
(By mobile phone:
045-5262000)
- BSG Security Desk,
Ext 2616
- BSG Investigators,
Ext 2127
- RMR/Alien Registration,
Ext 3191
- Regional KMar Sergeant
045-5250740



Koninklijke Marechaussee

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