

Rhine Garrison



Rhine Garrison

Service Community **Official Guide**

2012

2012

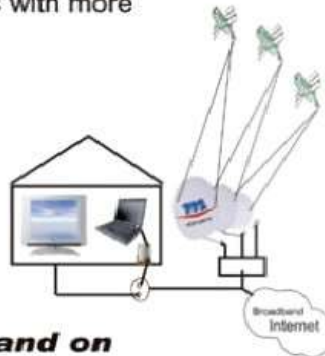
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Welcome to

Rhine Garrison








Service Community Official Guide **2012 Edition**

Current from March 2012 – February 2013

This Guide, provided by the Army Welfare Service, is a source of information to Service personnel, families and dependants arriving at their new home or duty station. It is hoped the information contained within the Guide will be of use at the time of your arrival, and throughout your stay.

For easy reference this guide is divided up as outlined below, each section is allocated a symbol which can be found on the bottom corner of each right-hand page:

Foreword by Deputy Garrison Commander Emergency and Useful Telephone Numbers

- | | |
|---|--|
|  | 1: Housing and Accommodation Services |
|  | 2: Adult/Children's Education/Youth Activities |
|  | 3: Medical and Health Services |
|  | 4: Station Facilities |
|  | 5: Living in Germany and Rhine Garrison |
|  | 6: Security and Crime Prevention |
|  | 7: Useful Information |

A **Classified Index** and a **Handy Index** appear at the back of the Guide and you can find information on **Emergencies** on pages **143, 144** and **Action on Fire Outbreak** on page **97**.



Holiday Inn

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Web: www.moenchengladbach-hi-hotel.de

Foreword

Lieutenant Colonel A R Thorne REME

Commanding Officer Rhine Support Unit and Deputy Garrison Commander

Welcome to Rhine Garrison. Whether you have newly arrived or have been here for sometime, this guide should help you find your way and highlight some of the opportunities available.

Living in Germany, particularly if you have arrived here for the first time, can be quite confusing and complicated. There are many sources of help available and I encourage you to seek assistance whenever you feel you need it. You should find a starting point within this guide and I can recommend your local HIVE, the Garrison Bulletin magazine, and your Unit Welfare Officer for further information.

Rhine Garrison consists of the Rheindahlen Military Complex (RMC), Javelin Barracks, Wildenrath and Ayrshire Barracks. This guide provides an extensive list of units and groups who provide the Support for our community; each plays an essential and complementary part. Underpinning this is the Rhine Support Unit (RSU) which comprises of: a small Station Staff Office in Javelin Barracks which looks after Javelin and Wildenrath; and then the Rheindahlen Support Squadron, Housing Officer and Welfare Officer in Rheindahlen providing a similar function for the RMC. Tying this together are my staff in Headquarters Rhine Garrison; if you are at all unsure of where to go for assistance then please feel free to contact any member of the RSU.

We are fortunate enough to live in an attractive and interesting part of Europe. There is certainly something for everybody. I encourage you to make the most of your time here in Rhine Garrison by getting out and enjoying the many local and international opportunities that are on our doorstep. Closer to home, the Garrison has a wide range of clubs, facilities, sports and education opportunities. We need people to participate enthusiastically to make the most of what we have. Equally as important, we need people to volunteer to run, manage and organise these activities; and so please help us to help the whole community.

You will undoubtedly be aware that the plans are being finalised to close Rhine Garrison in about 2014. Foremost in our thoughts is sustaining the quality of life for each individual and family and continuing to provide as many of the opportunities that we currently enjoy until the last day. With the help of the whole community, we will continue to invest our time and resources into making this a great place to live.

It is the people who build and strengthen the community and we all have a responsibility to treat the other members of our community and the host Nation with respect. I therefore ask you to abide by the simple rules and guidelines that are in place across the Garrison and respect the local German laws and customs, some of which are described in this guide.

I hope that you enjoy your time in the Garrison and I encourage you to get the most out of living here at this time."



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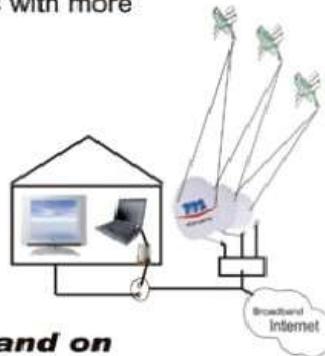
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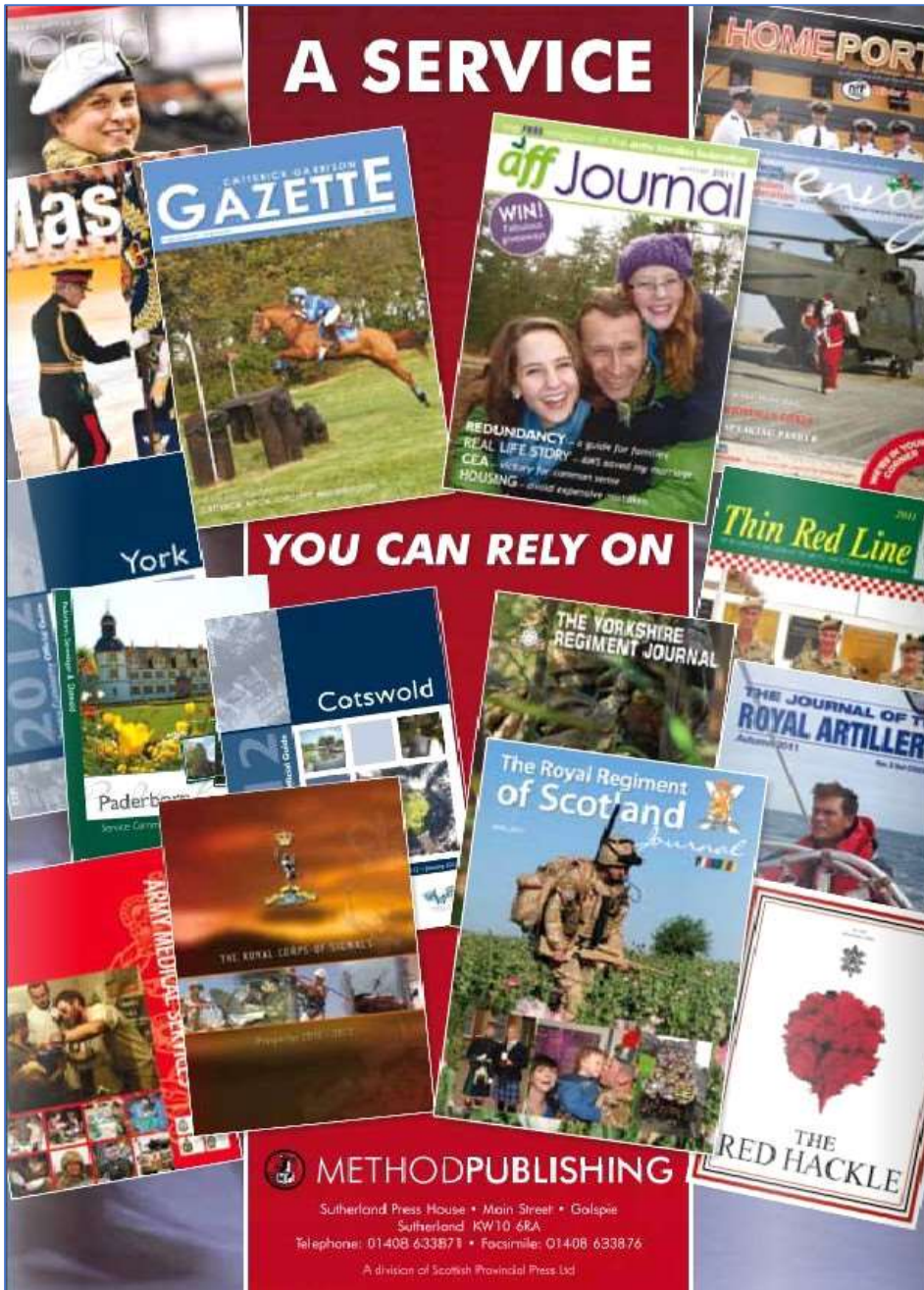
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Housing & Accommodation Services

Housing Services

Administration Of Accommodation

The Station Housing and Community Support Office (SHCSO) is located in Building 143 (The Horseshoe). It is located approximately midway along Queens Avenue, in the Rheindahlen Military Complex. (Parking for visitors is available in the RSU car park on the opposite side of the road). It administers 1,500 federal properties for all families and single Civilian (UKBC) personnel posted to Rheindahlen. The Housing Allocation Committee, which meets when required, allocates accommodation.

Housing Staff

Housing and Community Support Officer
 Chief Clerk
 Cleaning Manager
 Billing Clerk
 Housing Administrator 1
 Housing Administrator 2
 Housing Administrator 3
 Fax
 Senior Housing Estate Manager
 Housing Estate Managers
 JHQ North Area 1
 JHQ North Area 2
 JHQ Central Area 1, (Includes Wegberg Mil)
 JHQ Central Area 2
 JHQ South Area 1
 JHQ South Area 2
 Mönchengladbach Area 1 (Inc Waldniel & MG)

Tel

(Civ 02 161 472+ ext)
 JHQ Mil 2390
 JHQ Mil 4511
 JHQ Mil 2425
 JHQ Mil 2477
 JHQ Mil 4771
 JHQ Mil 2499
 JHQ MIL 4771
 JHQ Mil 3516
 JHQ Mil 3446
 02161 4958017
 02161 4958624
 02161 519231
 02161 4958674
 02161 5612583
 02161 5612737
 02161 563709

Applications for SFA should be submitted using Mod Form 1132 (not electronically-hard copy only) and once completed, forwarded to the Unit Welfare Officer of the gaining unit. The application will then be forwarded to the Housing Office for registration. An acknowledgement will then be despatched to the applicant.

Housing Locations

There are 2 main RSU Housing Areas, which are administered by the Housing Office. There are properties on the RMC, in addition to an off base area at Waldniel. Currently there is a SFA rationalisation/drawdown process underway within HQ Rhine Garrison. This ongoing process will steadily reduce the numbers of SFA available.

Official Single Housing (OSH) Accommodation

OSH accommodation for Officer (D grade and above) UKBCs: is located on the RMC. Additionally, many D grades and above are located at Wildenrath



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UK & BFG Websites

Adventure Sports Online

www.adventuresports.co.uk

Army Benevolent Fund

www.armybenfund.org

Army Families Federation

www.aflf.org.uk

Army Welfare Service – Home Page

www.army.mod.uk/aws

British Army – Home Page

www.army.mod.uk

Directory of Essential Services

www.scoaf.co.uk

Ex-Service Housing

www.haighomes.org.uk

Help With Moving Home

www.i-am-moving.com

Information on UK Neighbourhoods

www.streetmap.com

Information on your Local Area

www.upmystreet.com

Joint Service Housing Advice Office

www.mod.uk/jshao

Naval Families Federation

www.nff.org.uk

Postal Services

www.bfpo.mod.uk

RAF Families Federation

www.raf-ff.org.uk

Royal Air Force Community Support

www.rafcom.co.uk

Royal Air Force – Home Page

www.raf.mod.uk

Royal British Legion

www.britishlegion.org.uk

Royal Marines – Home Page

www.royalmarines.mod.uk

Royal Navy – Home Page

www.royal-navy.mod.uk

Royal Navy & Royal Marines Community Site

www.mcam.mod.uk

SSAFA/Forces Help

www.ssafa.org.uk

Submariners Association

www.submarinersassociation.co.uk

Yellow Pages

www.yell.com

(administered by Elmpt Station) as some UKBCs were relocated there and occasionally there is no accommodation available in the Rheindahlen area. Future allocations to Wildenrath are unlikely.

Disabled Persons

Occasionally, applicants for SFA may have a member of their immediate family (dependant husband/wife/child) who is registered disabled. In addition, in other families, there may be dependants who have an infirmity which may also require modifications to a property. Heads of Household should therefore advise the Housing Office in writing stating any special requirements as soon as possible.

Entitlement

Your eventual allocation will be made by the Housing Allocation Committee. The allocation will be made in accordance with the regulations contained in Joint Service Accommodation Regulations (JSP 464). In cases where the entitlement is decided by numbers of children, only children who accompany the parents, (and those of the current marriage attending boarding schools) will be taken into account. All changes of circumstances should be notified to the Housing Office in writing. Only in exceptional cases (especially given the acute shortages of accommodation) will personnel receive an allocation above entitlement.

Prior to Allocation

Although every effort will be made to provide an allocation to meet the required (or posting date) there are no guarantees this will be achieved. It is important therefore that no action is taken by personnel to arrange removals, family move, book a march-out, or incur any costs in connection with the move until a firm allocation is received either by fax or post. If you have requested a date earlier than 28 days prior to your posting in date, you will be requested to submit a written request to the Housing Office giving full details of the requirement for early allocation. Such requests will be forwarded to the Garrison Headquarters or UKSC(G) who will consider the request under the guidelines given in JSP 464.

Awaiting Allocation

As stated it is not always possible to meet the required/posted in dates. In reality, apart from the peak movement periods this is not a regular occurrence. However, in cases of short notice postings it is possible and therefore important that you are aware it may happen. This will mean that you may be required to travel to post unaccompanied. As a consequence your family and removals will follow at a later date. If this is the case you should contact your (appropriate Mess) or Unit Welfare Officer as soon as possible to arrange for single accommodation.

Actual Allocation

Applicants submitting a correctly completed SFA Application (MOD Form 1132), within 4 months of their posting date, will receive, an offer of accommodation, to include an address, within 15 working days. The address will be confirmed 4 weeks prior to the day of move-in. If this cannot be achieved owing to non-availability of SFA (especially as drawdown reduces stocks of SFA) or other reason, a letter will be forwarded to the applicant advising of the situation.

The Handover

The actual handover will be planned and arranged to meet the earliest date the property can be made available, tempered by the posting in date. This will take into account several different factors; these include: the departure of the current occupant, maintenance, preparation of the property and the Housing Estate Manager's programme. In summary, the allocation date will be the earliest it can

be made available to ensure the quarter is handed over in the most presentable/satisfactory condition. Requests to bring forward an allocation will, in the main, be difficult to achieve. It is important that the incoming occupant (license holder) is personally present at the handover to receive a comprehensive brief on the quarter. Proxies will only be considered where there is an operational reason or in extreme compassionate or welfare cases. Proxy requests must be staffed through the appropriate Unit Welfare Officers.

Short Notice Postings

If you are unfortunate in being given a short notice posting, the appropriate Unit Welfare Officer at your receiving unit should be the first point of contact.

Temporary Accommodation

In order to reduce problems associated with family travel, incoming occupants and their families may utilise temporary accommodation in Cassels House on JHQ. It is emphasised that this is not a long stay facility and accommodation is only available immediately prior to the takeover of the SFA and check-out will be the day of march-in. It should be clearly understood that this facility is limited to those who have a confirmed march-in. Application for such accommodation is to be made by letter or fax (JHQ Mil 3516). This provides proof of the requirement and will ensure there are no misunderstandings which may occur in telephone calls. Payment for accommodation is made directly to the hotel receptionist by the individual in cash. Claims may then be made against Unit Admin Offices (RAO's). Payment for any periods in excess of the period immediately prior to march in is the individual's responsibility, and will not be at duty rate. Please note that meals in Cassels House are now Pay as you Dine. Also pets are not permitted, and it is a non smoking facility.

Summary

Every effort will be made to provide accommodation to meet a posting/required accommodation date. That said, shortages of SFA, postings in at short notice, the drawdown and other unexpected problems occasionally occur which have an effect on availability.

Garages

The availability of garages will steadily reduce as garages are being sold off in stages to recover funds for the MOD. Bearing this in mind, there may not be a garage available in the area where you live. However, lists for public garages are maintained by the Garage Clerk. In the event there is no garage attached or tied to your SFA you can apply to the Garage Clerk in the Housing Department. Requests for garages will be maintained in arrival date order.



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Bowling Lounge | Play Lounge | Casino Lounge
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mg@bowling-lounge.de

Opening Times:

Mon-Fri	1.400 hrs - Open End
Sat	1.200 hrs - Open End
Sun & Bank Hols	1.000 hrs - Open End

English Spoken

Emergencies

Royal Military Police

Telephone:	Military:	JHQ 2333 / 4000
	Civilian:	02161-472 2333 / 4000
Emergencies***	Military:	JHQ 2222
	Civilian:	02161-472 2222
Fire	Military:	JHQ 4444
	Civilian:	02161-472 4444
Medical	Military:	112
	Civilian:	112
BFG CRIMELINE Freephone		0800 1842222

(Note: From Mönchengladbach or Wegberg use 02161-472 prefix not 47)

German Civil Police

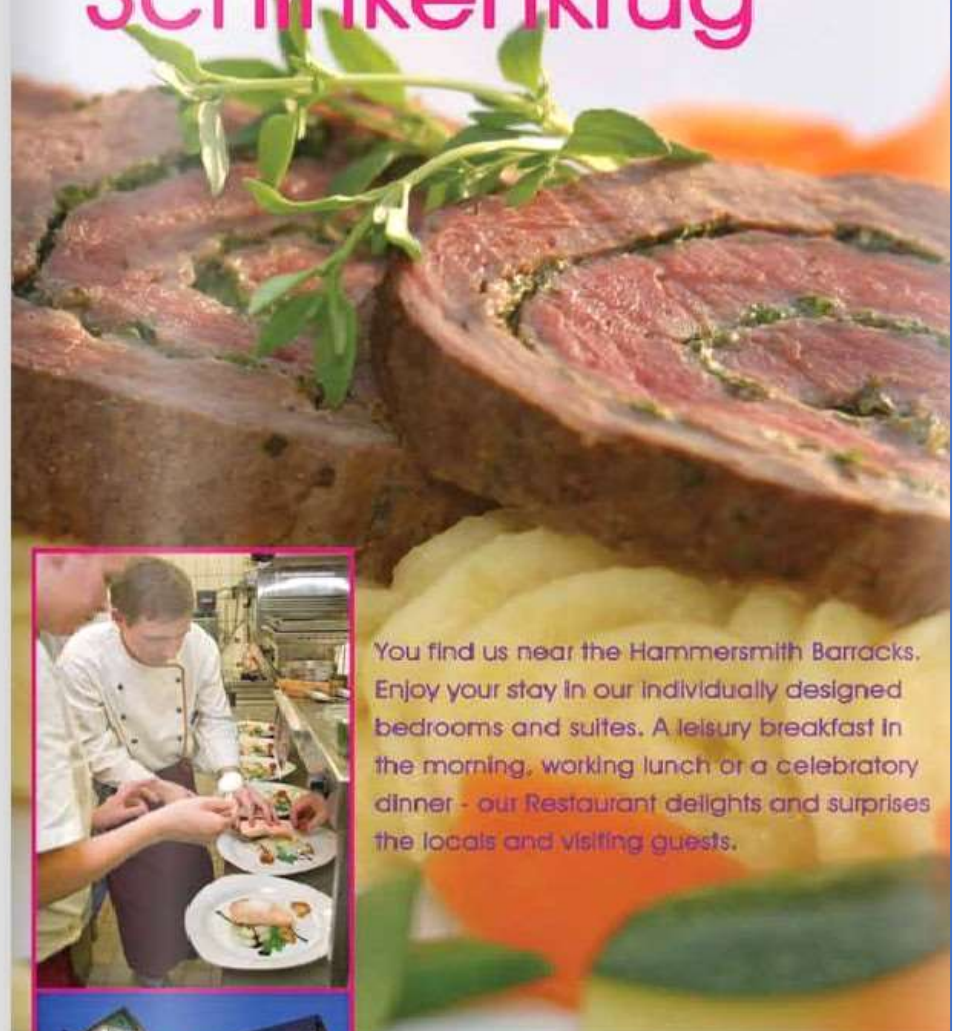
Telephone:	Civilian:	02161-558365
Emergencies***	Police:	110
Fire/Ambulance:		112

*** Numbers for Emergency services throughout Germany. If you do not speak German it may be better to use the RMP number.

RAF Provost and Security Services

Telephone:	Military:	JHQ 4210
	Civilian:	02161-472 4210

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Tel. 0049 (0) 52 21 / 92 00 | Fax 92 02 00
www.hotel-schinkenkrug.de

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ENTERTAINMENT & LEISURE: Bowling Lounge Mönchengladbach (Outside Back Cover); Natur und Tierpark Brüggen (10); Putenfarm Peter Ritte (108); Städtisches Museum Schloss Rheydt (18); Zoo Angelgräte Hubert Adams (108)

FINANCIAL/INSURANCE: G. Bull Insurance (49)

HOTELS & PUBS: Akzent Hotel Brüggener Klimp-Haupts GmbH (67); Holiday Inn Mönchengladbach (2); Hotel Restaurant Schinkenkrug (Inside Back Cover)

MUSIC: Firma Piano Max List (10)

MOTOR SERVICES: Autohaus Tedder & Tiskens GmbH (15); Autohaus Weiler (18); Firma Auto Vennen GmbH (72); KFZ Meisterbetrieb Erich Hamm (72)

RESTAURANT & CAFÉS: Café-Restaurant Alte Brüggener Mühle (50); La Forchetta Trattoria (26); Restaurant Dalmatiner Stuben (55); Restaurant Söller Steakhaus (50)

SCHOOLS after page 32

TAX FREE CAR SALES page 72

TV, CABLE & SATELLITE SERVICES: HCM Cable TV GmbH & Co KG (Inside Front Cover)

PHONE & INTERNET SERVICES: TKS Telepost Kabel-Service Kaiserslautern GmbH & Co.KG (4)

Handy Index

Activities.....	85	NAAFI	44
AFF Germany.....	41	Pet Advice	60, 132
Army Welfare Service.....	35, 109	Pre-School Groups	23
Churches.....	50, 117	Schools	21, 101
Driving in Germany.....	81, 135	Security.....	69, 131
Facilities	35, 116	Service Family Housing	7
Finance	48	Sporting Facilities	83, 138
German Laws.....	56, 128	Supplementary Information Mönchengladbach & Viersen.....	88
HIVE.....	39, 109	Tax Free Car Sales	72
JSHAO	16	The Place Where You Live...52, 119, 125	
Leisure Facilities	83, 139	Telephones	12
Libraries.....	27	Travel & Transport.....	83, 113
Medical & Health Services.....	29, 103	UK & BFG Websites	5

Emergencies

POLICE

**101 PROVOST COMPANY ROYAL MILITARY POLICE – (101 PRO COY RMP)
SPECIALIST OPERATIONS UNIT ROYAL MILITARY POLICE (GERMANY) –
(SPEC OPS UNIT RMP (G))**

The Royal Military Police (RMP) provide a 24hr police service from the JHQ Police Station located in the centre of the RMC, at the junction of Queens Ave and Tromp Rd. The Police Station is clearly signed from all three main entrances to the RMC.

TELEPHONE:	MILITARY:	JHQ (72) 2333 / 4000
	CIVILIAN:	02161-472-2333 / 4000
EMERGENCIES***	MILITARY:	JHQ (72) 2222
	CIVILIAN:	02161-472-2222
FIRE	MILITARY:	Elmpt Mil 4444
	CIVILIAN:	02163-97-4444
MEDICAL	MILITARY:	JHQ (72) 3333
	CIVILIAN:	02161-472-3333
BFG CRIMELINE	FREEPHONE	0800 184 2222

German Civil Police

The German Police have a small detachment in the RMC, co-located in the same building as the RMP.

TELEPHONE:	CIVILIAN:	02161-558365
EMERGENCIES***	POLICE:	110
	FIRE/AMBULANCE:	112

***Numbers for Emergency services throughout Germany. If you do not speak German it may be better to use the RMP number.

Royal Air Force Provost and Security Services (Germany) – RAF P & SS (G)

The RAF P&SS have a Unit based in the RMC, which is located in building 1, at the junction of Queens Ave and Antrim Drive.

TELEPHONE:	MILITARY:	JHQ – 4210
	CIVILIAN:	02161-472-4210

THE MILITARY CODE FOR JHQ FROM JAVELIN BKS IS 72

Things To Do and See

Eating Out

There are a wide range of hotels and restaurants offering an excellent variety of German and international cuisine. For some ideas please see the advertisements in this Guide or ask at the HIVE.

Within Easy Reach

Schwalmatal (Brüggen). There is a Tierpark (Zoo) here situated in pleasant surroundings just outside Brüggen village. Route: Follow the B221 through Brüggen village towards Bracht and it's on your left.

Zons. A walled village by the Rhine between Neuss and Köln. You can park outside the wall at either end of the village and walk round the town or stroll by the Rhine. A very pleasant way to spend a sunny afternoon. The town is near Dormagen.

Xanten. An old Roman town with St Victor's Cathedral, Cleves Gate, Roman amphitheatre and, nearby, a place to sit by the Rhine. Nearby Kevelaer is a pleasant place of pilgrimage. Route: The 57 from Duisburg to Kleve passes between the river and the town.

Mohne See. The Talsperre is the dam of 'Dambusters' fame, Route: Neuss – Wuppertal – Dortmund – at Unna take the autobahn towards Soest and Kassel. Leave at the Soest-Süd exit and head south on Route 229. Turn right as you reach the water for the Talsperre.

Venekotensee. Lakes just north of Elmpt with sandy 'beach'.

Hariksee. Lakes just north of Niederkruchen with a huge boating lake.

Day Trips

Panorama-Park Sauerland. Situated in Kirchlindern in the Sauerland, this adventure and game park offers something for the whole family. Toboggan slides, roller coaster, water and roller-bob-runs, adventure playground, open-air theatre, botanical garden, footpaths beside game enclosures, 2 restaurants, several coffee shops and snack bars. Open 1000-1800 hrs April – end of October. Game park open all year round.

Hollywood Park Stuckenbrock. Amusement and Safari Park. The park is on the B68 roughly midway between Bielefeld and Paderborn.

Phantasialand. At Brühl, near Cologne, this is Germany's answer to Disneyland.

The Eifel. The Eifel is a hilly area west of the Rhine and southeast of Aachen, which forms part of the massif stretching across the frontier to the Ardennes. There are many pretty towns worth visiting in the area. Manschau is set in the Ruhr gorge, and crooked old half-timbered houses cluster along the steep river bank; the medieval town of Bad Munstereifel has a history stretching back over eleven centuries and there are many well preserved old buildings. The famous Nurburgring race track is in the area formed by the triangle of the B412, B258 and B257. When no races are being held you can pay to take your own car or motorbike round the course.

Aachen. Full of history, this town was Aix-le-Chapelle. Also, good shopping centre.

Ahr Valley. Situated just over halfway between here and the Mosel, the Ahr is a narrow river running to the Rhine opposite Linz where Germany's only red wines are made. Best spots are Altenahr, with a 12th century Burg on top of a hill, a cable car and the Teufelsloch (Devil's Hole) – a pierced rock dominating the river and Ahrweiler/Bad Neuenahr, a spa specialising in treatments for diabetics and a casino. Nearby is the vast Crater Lake, Maria Laach with its abbey.

Mosel Valley. A firm favourite. The river starts as three separate rivers which meet at Trier, namely the Mosel, Saar and Ruwer. From there, it twists and turns through its many vineyards, past Berncastel, Cochem and Eltz Castle to Koblenz. Trier is an old Roman town famous for the Porta Nigra. Koblenz is best known perhaps for the 'Rhine-in-Flames', a phenomenon that takes place in late summer.

Duisburg Zoo. A 1 hour drive. A vast zoo, superb dolphinarium with displays. A few of the highlights in the zoo are the 3 magnificent white whales, a superb monkey house and a fine collection of Indian tigers, but there are many more sights to see. Follow the autobahn to Maers junction, then on to Duisburg – take the Kaiserberg turn-off. Open daily 0900-1700 hrs.



Sports and Clubs in the Elmpt Area

There are numerous sports facilities and clubs within Javelin Barracks which are available to all entitled personnel, including dependant children over 16 years old. The major activities are shown below:

Fitness Centre. The Station Fitness Centre is located within the recently opened ultra modern Physical and recreational Training centre (P&RTC) in Building 646 adjacent to the Station swimming pool area. A wide range of activities are on offer and include free weights, multi gym, treadmills, rowing machines and exercise bikes to name just a few. A short induction course and 3rd party liability insurance is required prior to using the equipment.

Swimming Pool. The swimming pools at Javelin Barracks will open during the summer months. There is also a large pool at JHQ. The nearest local pool is at Elmpt village and a number of larger water based recreational facilities are located in the area. The military pool is usually open for public swimming from 1230-1330 hrs Tue – Fri, 1600-1800 hrs Wed & Fri and 1300-1800 hrs Sat & Sun unless it is required for military training or competitions. Full details of opening times are published in Station Orders and are on display at the pool and at Grandy Road in Javelin Bks.

Tennis. The tennis courts are situated in Javelin Bks and Wildenrath and are open for play from May-Sep, or longer if weather permits. Sessions may be booked through the gym.

Squash. There are squash courts located adjacent to Building 250 and one court situated close to the Station Officers' Mess. Sessions may be booked through the Gymnasium staff.

The following sports are also available at JHQ. Enquiries in the first instance may be made through Gymnasium Staff (Tel: Mil 4101 (Civ 02163-974101))

Aerobics	Athletics	Badminton	Basketball
Bobsleigh	Canoeing	Cricket	Cross Country
Cycling	Fencing	Football	Youth Football
Golf	Gliding	Hockey	Karate
Mountaineering	Netball	Orienteering	Rugby League
Youth Rugby	Rugby Union	Sailing (Dinghy)	Sailing (Offshore)
Shooting	Skiing (Nordic/Touring)	Skiing (Alpine)	Squash
Sub Aqua	Swimming	Tennis	Tenpin Bowling
Triathlon	Volleyball	Water Skiing	

German Sports Facilities

Within the area there are countless opportunities for all types of sporting activities, e.g. a go-kart track near Elmpt, roller skating at Rheydt Stadt-park, etc. The area is very well endowed with pools, for all year round use. Also within striking distance there is one Bundesliga football team, Borussia Mönchengladbach and two 1st Division football teams, Düsseldorf and Krefeld.

Information on times and opening hours for swimming pools can be found in the Information Room at the Elmpt Station HIVE.

Leisure Facilities

Please contact the HIVE or look in the Rheindahlen and Elmpt Bulletin, for details on other clubs and interests such as the following:

Fitness	Fit Kids	Amateur Dramatics (CATS)
Anglo-German Club	BFG Single Parents Club	Bridge
British Legion	Ceramics	Choir – St Andrews Church
Choir – St Boniface Church	Choral Society	Clay Pigeon Shooting
Climbing Club	Compass Youth Club	Dance Classes
Traditional Highland Dance	Decorative and Fine Arts Soc.	Duke of Edinburgh's Award
First Aid Courses	Guides, Brownies, Rainbows	Guild of St Helena
Hashing	Ladies Fellowship	Motor Club
National Childbirth Trust	Rheindahlen Multinational Club	Riding
Riding for the Disabled	St John's Ambulance	Sailing – Inland
Scouts, Cubs, Beavers, Ventures		Sands
Taekwon Do	WRVS Club	Slimming World
		Youth Club

Scouts, Cubs, Beavers, Ventures – Scout HQ, 22 York Drive
 Beavers (6-8 yrs) Tue, Wed and Thu 1800-1815 hrs
 Cubs (8-10yrs) Tue 1830-2000 hrs
 Scouts (10-15yrs) Contact JHQ Mil 2805, (02161) 472805
 Ventures (15-20yrs) Contact JHQ Mil 2805, (02161) 472805
 Elmpt Rainbows/Brownies – Tel: 02163 5722562
 Elmpt Cubs/Beavers – Scout Hut Tel: 02163 5715158

Elmpt Station Music Club – Building 354 – Tel: 3834
BA(G) Gliding Club – Javelin Bks – Bldg 374 & 439 – Tel: 4871
Angling Club – Javelin Bks – Fishing lake – Tel: 4771
Youth Football Club – Javelin Bks & Wildenrath – Tel: 68 4710
Golf Club – Javelin Bks – West of Rhine Golf Club, located at the Southern end of the camp – Club Office, Tel: 4463
Motorcycle Club – Building 223 Javelin Bks – Tel: 68 3881
Elmpt and Rheindahlen Shooting Club – 25m Range Javelin Bks – Tel: 72-2231
Amateur Dramatics (CATS) – The Little Theatre on Parade Square in JHQ
Tuesday 2030 hrs
British Legion – Lion's Head (behind Rheindahlen Bowl in JHQ) 10-Reading Way **Friday 2000 hrs**
 – 10-pin bowling. More details in section one.
The Javelin Bowl Cinema – The Globe Cinema is located at JHQ (02161 559518). The Royal Cinema in Roermond occasionally screens films in the English language.
Tue, Thu, Fri, Sat & Sun
 Doors open 1830 hrs – show commences 1900 hrs
 Sat Matinee
 Doors open 1000 hrs – show commences 1030 hrs

See Sixth Sense or Rheindahlen and Elmpt Bulletin for monthly programme.



Lighting Tests

All vehicles (except LHD that have not been purchased or registered in the UK), including caravans and trailers, are required to have a lighting test completed within 45 days of initial BFG registration. The exception to the rule is if your vehicle is a new vehicle purchased with an allocation certificate however, contact your local BFG office for further information. (Note) your vehicle needs headlights and fog lights designed for permanent use within Germany). Tests are carried out at the Station BFG Testing Centre, in Javelin Barracks. Please contact the Testing Centre on Military: 2300 or Civilian: 02163 972300 to arrange an appointment.

BFG Licensing Scheme Matrix Test and BFG Driving Permit (BFG Form 57)

Before you can BFG register your vehicle you must be in possession of a valid national driving licence and a BFG Form 57. Before you can be issued with a BFG Form 57 you must sit and pass the European Matrix Test (Tick Test). The test consists of 40 questions designed to test your knowledge of road and traffic laws. To pass the test you must read the publication 'Manual for Drivers in Germany, Belgium and Holland' which is available from the HIVE or the GTO on Snyders Rd. The Tick Test is conducted through the GTO on Tuesday and Thursday only. Opening times as follows: 0830-1200hrs and 1330-1600hrs. The RSJ Community Welfare Centre located on Trenchard Road, undertake Tick Testing on Monday and Wednesday 1000-1200 hrs and 1300-1500 hrs. Once you have passed the Tick Test and, provided you are over 17 years of age (16 years for a mopeds and mopeds) and hold a full national driving licence valid for the vehicle to be driven you may apply for a BFG Form 57. BFG Form 57 is valid for 5 years and applications should be made on BFG Form 9A.

BFG Driving Permit (BFG Form 57)

The Station BFG Registration Office issues BFG driving permits to individuals whom have successfully completed a BFG matrix test and hold a valid EU driving licence. The European Matrix Test consists of 40 questions designed to test your knowledge of the road and traffic laws. To pass this test it would be helpful to read the book "Manual for Drivers in Germany, Belgium and Holland". Copies of this publication are available from the BFG Office on loan.

BFG Driving Permits are valid for 5 years from the date of issue, or until the expiry of the full national licence, whichever is sooner. The following categories of licences are acceptable by the German authorities:

A EU Driving Licences

Austria	Germany	Portugal
Belgium	Greece	Spain
Denmark	Netherlands	Sweden
Eire	Luxembourg	United Kingdom
France	Italy	

B Additional driving licences valid under SOFA:

Canada	USA (All States)
--------	------------------

C Driving Licences which have equality of German status:

Andorra	Liechtenstein	South Africa
Finland	Malta	Slovenia
Hungary	Monaco	Switzerland
Iceland	Norway	Japan
San Marino		

Should a full, valid national driving licence issued by a country not listed above be held then a BFG Driving Permit (BFG Form 57) may be issued which will be valid for 6 months from the date of arrival in Germany. Within this 6-month period it is mandatory that the holder obtain a licence from one of the countries accepted as listed above, normally Germany or the UK.

Items which must be carried when driving in Germany:

- A. ID Card.
- B. BFG Driving Permit (BFG Form 57) supported by Full National Driving Licence.
- C. Fuel Card (BFG Form 73).
- D. Proof of insurance – usually a Green Card, which should be signed by all drivers named under the policy.
- E. Warning Triangle.
- F. First Aid Kit, conforming to DIN 13164.
- G. In addition to these items you are advised to carry €50 cash, 5lt spare fuel can, fluorescent vest, torch and a fire extinguisher.

BFG Helpline

If you have any queries regarding BFG vehicle registration you should firstly contact your Station BFG Registration Office. However, the BFG Helpline is also available to answer any questions you may have, they can be contacted on either Military: 72 4100 or Civilian: 021 61 4724100.

Customs & Immigration

BFG Form 60 and BFG Form 414a are processed by the Customs and Immigration Office based at the Rheindahlen Military Complex. There is a customer advice line open from 0900-1200 hrs and 1400-1600 hrs Monday-Thursday and 0900-1200 hrs and 1400-1500 hrs on Fridays. They may be contacted on Military: 72 2229 or Civilian 021 61 472229.

SSVC

The SSVC (Services Sound & Vision Centre) is located on Grandly Road within Javelin Barracks selling a wide range of Televisions, DVD players/recorders, Home Cinema systems, Laptops and an extensive range of White goods. Interest free credit is available (subject to status) on larger purchases. They also supply German mobile telephones, sim cards and top up vouchers.

For any queries regarding the products they sell and further services SSVC provide, contact the centre direct on the below number or call in to talk to one of their informed members of staff.

Tel: 02163 984308

Fax: 02163 984743

Opening times: Monday-Friday 0900-1700 hrs
Saturdays 1000-1400 hrs

Visit www.ssvc.com for further information and vacancy opportunities across BFG.



German Civil Police

The German Police have a small detachment in the RMC, co-located in the same building as the RMP. The German Police are empowered to deal with any incident within the RMC as they would in any other part of Germany. Be aware that this includes the issue of 'spot fines' for minor offences.

TELEPHONE:	CIVILIAN:	02161-558365
EMERGENCIES***	POLICE:	110
	FIRE/AMBULANCE:	112

*** Numbers for Emergency services throughout Germany. If you do not speak German it may be better to use the RMP number.

Royal Air Force Provost and Security Services (Germany) – RAF P & SS (G)

The RAF P&SS have a Unit based in the RMC, which is located in building 1, at the junction of Queens Ave and Antrim Drive. The Unit provides specialist criminal and security investigative services to the RAF community within BFG and the rest of continental Europe. Whilst having no policing responsibilities within the area, RAF personnel may seek single Service advice on police/security matters via the Regional Warrant Officer. All police matters should be reported through the RMP, who will liaise with the P & SS as required.

TELEPHONE:	MILITARY:	JHQ -4210
	CIVILIAN:	02161- 472-4210

THE MILITARY CODE FOR JHQ FROM JAVELIN BKS IS 72

General Information

Police

In order to help to ensure that we maintain a safe environment in which to live and work, you are requested to inform, immediately, the RMP Police Station of anything which appears strange or out of the ordinary, no matter how trivial it may seem. Prompt action could be of vital importance and may prevent a crime being committed. When making emergency calls please speak clearly in order to allow the Service Policeman or woman taking the call to assess the situation and task the appropriate agency.

Crime Reduction

Advice on crime reduction and many more subjects is available to the Service community within the RMC. The initial point of contact should be the Crime Reduction Officer or through the JHQ Police Station.

TELEPHONE:	MILITARY:	JHQ 72- 2334
	CIVILIAN:	02161-472-2334

Useful Information

Private Vehicles – Important Rules and Regulations

Importation of Private Vehicles

Personnel are allowed to import private vehicles into Germany, free of import and value added tax, provided that the vehicles are for their own use. The Station BFG Registration Officer will advise you on the penalties imposed if the tax-free vehicle is disposed of in the first 12 months of BFG registration.

BFG Registration and Licensing

The Station BFG Registration Office is located in building 90, near the Post Office in Javelin Barracks and is open from 0900-1500 hrs Monday-Thursday and 0900-1400 hrs on Friday. Alternatively the Office can be contacted on Military: 4489/2450 or Civilian: 02163 974489/972450.

On arrival in Germany at your earliest convenience visit the BFG Registration Office, taking the V5/Logbook of each vehicle that has been brought into Germany. You will then be issued a 30-day car pass for Elmpt Station for each vehicle, as vehicles must be registered with the BFG Vehicle Licensing Office within 30 days of your arrival in Germany. The Office will then advise you of the correct registration procedure and explain the paperwork involved.

DVLA Changes

Should the vehicle(s) that you intend to bring to Germany currently be registered with the DVLA on a V5C or V5 Logbook it is no longer necessary to apply to the DVLA for a Permanent Certificate of Export (V561). In fact, failure to possess a UK registration document for your vehicle(s) on arrival in Germany may delay BFG registration.

Insurance of BFG Vehicles

A BFG vehicle is not to be used unless it is correctly insured against third party liabilities. If the vehicle is the subject of a hire purchase agreement it must be comprehensively insured for the total value of the vehicle including UK VAT. Proof of insurance must be produced when registering a BFG vehicle. An international insurance certificate (usually a Green Card) will be required if you are not insured with a German company. If the company is German then you will require the insurance policy, proof of payment and double white card before you can BFG register your car. Only certain UK insurance companies are authorised to insure BFG registered vehicles, the Station BFG Office holds a current list of authorised insurers.

Roadworthiness Inspection

All vehicles, including caravans and trailers, are required to have a BFG roadworthiness inspection, which must be carried out within the 45 day grace period prior to BFG registration. Inspections will only be carried out by prior appointment and bookings can be made by telephoning Elmpt 68 2300 or Civil (02163) 972 300. The inspection is based on the UK MOT.



- a. Parking. **Do NOT** park your vehicle within 25m of any sleeping accommodation at any time and on Keenwind Black or above within 25m of any occupied building.
- b. Objects. **Do NOT** place large objects, such as bins, within 25m of a building on Keenwind Black or above. Do NOT leave objects such as bags or parcels unattended in public buildings (eg NAAFI) at any time.
- c. Deliveries. **Check** any deliveries to your unit or home and report anything suspicious.
- d. Dress. German Hospitals must **NOT** be visited in uniform or mixed dress.
- e. Routine. **Avoid** routine particularly if you live outside of Javelin Bks, vary your routes and timings as far as is possible.
- f. Vehicles. **Avoid** items that will easily identify your vehicle as belonging to a member of the services. Search your vehicle when it has been left unattended in a public place and keep it garaged when possible.
- g. Married accommodation. **Avoid** displaying items of military clothing on washing lines (MQs outside Javelin Bks).

Owning Pets in Germany

Responsible Ownership

Ownership of a pet involves certain responsibilities. This section is a guide to these responsibilities which include those, imposed by regulations, to ensure animal health and welfare and precautions to preserve human health.

German Legislation on Dangerous Dogs – Registration and Controlling Dogs owned by BFG Personnel

Introduction

You should be aware that due to a fatal incident the 16 German Lander (State) authorities enacted laws in July 2000, which restricted the owning and breeding of certain breeds of dogs. This legislation was enacted separately and differs between the 16 Lander. Additionally, Federal (National) legislation has been enacting banning the importation of certain dog breeds into Germany.

Owning Dogs – General

Current procedures for the keeping and registering of dogs is laid down in SOs BA(G) 3359 (Control of Dogs in BFG and The Pet Scheme) 3208 (Discipline) and 3360 (Veterinary Services in BFG). Dogs owned by members of BFG are not subject to German Dog Tax, however permission to own a dog must be obtained from SHOs through Unit Welfare Officers or CO (for single personnel) before they arrive in station.

All dogs must wear a disc bearing the owner's address and telephone number and must be registered with a Veterinary surgeon. Dogs found straying by the RMP or GCP will be impounded by being taken to the local Tierheim, and may be destroyed if sick or dangerous. In open country, dogs must be kept under proper control; in German game wardens have considerable rights, which may include shooting the dog if it is considered not to be under control.

Owning Dangerous Dog Breeds – Procedure for Registration

Registration Process. All dog owners, irrespective of breed, are required to register their pet with the local SHO. Registration takes place within the SHO's office in Bldg

3, Javelin Bks. Owners of dogs classified as "dangerous" will be subject to more rigorous tests before the keeping of these breeds is approved. Once the registration process is complete and approval given, a permit authorising ownership will be issued by the local Ordnungsamt through the local Services Liaison Officer (SLO) and SHO. SHOs will be required to retain the Registration Proforma until you are posted.

Veterinary Services

German veterinary surgeons can be found in the German telephone directory under 'Tierärzte'. All animal owners should ensure that they have a veterinarian's telephone number available for an emergency involving their pet.

Dr M Herrman	Beltinghovener Strasse 1	Tel: MG 25003
Mr John Bruckner	Bruckstr 78 5140 Erkelenz	Tel: 02431-2338
Dr Meier	Regentenstr 108 4050 M/Gladbach	Tel: 02163-4246
		Or Tel: MG 26736
Dr B Ullman	Grachstrasse 13 5144 Wegberg	Tel: 02434-4105
Dr Nina Ungerechts	Goethestrasse 22 Niederkruchten	Tel: 02163 82743

Rabies

Rabies (Tollwut) is prevalent in this part of Germany. Rabies areas are notified in local newspapers and in Unit Orders. In rabies areas dogs must be kept leashed in built up areas and under strict control in the country. This means the dog must be instantly obedient to your commands. Cats are not allowed to roam and must be kept in at all times. Heavy fines will be imposed if you do not comply, and there is a risk of your pet being shot.

Remember

Your pet is your responsibility – for advice please call the HIWE – never abandon an animal – a good home may be available.

Police

101 PROVOST COMPANY ROYAL MILITARY POLICE – (101 PRO COY RMP)
SPECIALIST OPERATIONS UNIT ROYAL MILITARY POLICE (GERMANY) – (SPEC OPS UNIT RMP (G))

The Royal Military Police (RMP) provide a 24hr police service from the JHQ Police Station located in the centre of the RMC, at the junction of Queens Ave and Tromp Rd. The Police Station is clearly signed from all three main entrances to the RMC. The RMP conduct routine patrols in marked police cars, motorcycles and on foot throughout the RMC and all the outlying barrack and married accommodation areas.

TELEPHONE:	MILITARY:	JHQ 2333 / 4000
	CIVILIAN:	021 61-472-2333 / 4000
EMERGENCIES***	MILITARY:	JHQ 2222
	CIVILIAN:	021 61-472-2222
FIRE	MILITARY:	4444
	CIVILIAN:	021 63-974444
MEDICAL	MILITARY:	3333
	CIVILIAN:	021 61-472-3333
BFG CRIMELINE	FREEPHONE	0800184222



the national display garden of the Dutch bulb industry. It takes approximately 3-6 hours to see all the displays. The best time to go is at the end of April/beginning of May.

Maastricht. This historical city lies on the rivers Meuse and Jeker and is one of the oldest in the Netherlands. It has a rich heritage and wealth of historic monuments, some 1450 being protected by law. The whole of the city centre has been declared a "protected area" and thoroughly recommended are the guided walks given by the Tourist Office (VV) in Kleine Straat 1. There are many excellent shops, boutiques and restaurants. The shops are closed Monday mornings, open Tuesday – Friday 0900-1800 hrs, Saturdays 0900-1700 hrs and Thursdays it is late night opening until 2100 hrs. On Saturdays there is a flea market in Stationstraat and on Wednesday and Friday mornings a general wares market in the Market Square. Maastricht Airport provides some flights. The Tourist Information telephone number is 0031 43 3252121.

Overloon. War museum set out in wooded area, which was the sight of a major battle in World War 2. Collection of tanks and guns and army vehicles. A central museum houses exhibits, photographs and propaganda material. Plenty of wooded areas adjacent to the museum suitable for picnic. There are also restaurants inside the museum (221 to Venlo – follow signs for Horst through Venray and Overloon).

Markets in the Local Area

Rheindahlen:	Fri 1300-1800 hrs
Rheydt:	Wed and Sat 0700-1300 hrs
Mönchengladbach:	Tue, Thu and Sat 0700-1300 hrs (Alte Markt)
Wegberg:	Fri morning
Waldniel:	Tue and Fri mornings
Viersen:	Fri and Sat mornings
Erkelenz:	Fri morning
Wickwrath:	Thu 0700-1300 hrs
Venlo (Holland):	Sat 0900-1200 hrs
Roermond (Holland):	Sat 0900-1230 hrs

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Security and Crime Prevention

Security

Germany Guard Service

The Germany Guard Service (GGS) is a civilian security force employed within Elmpt Station. Their primary role is the control of access to Javelin Barracks and access control to the Wildenrath Estate. They are also responsible for patrolling both locations. They wear a dark blue uniform and are armed. Any difficulties involving the GGS should be addressed through Station Headquarters.

Security

Both Javelin Barracks and Wildenrath are large open plan estates and those involved in its security rely heavily on the assistance of all those who live and work there in countering the Terrorist Threat. Do not be afraid to report anything that may arouse your suspicion such as an unattended car, package, bag or someone behaving in a suspicious manner. Reports should be made immediately to the RMP Police Station at JHQ.

Operation Keenwind

The Keenwind Alert State has been redefined. The following codes are used to describe the current threat level:

Keenwind Levels

Normal (White sign with black lettering)

Routine baseline protective security measures, appropriate for the establishment, should be in place to protect staff/visitors/buildings. Should the threat rise consideration should be given to additional measures that are appropriate at each location. Some precautionary measures may be worth deploying.

Heightened (Black sign with white lettering)

A HEIGHTENED response level recommends consideration of additional protective security countermeasures above NORMAL to address the threat, and to reflect specific vulnerabilities and the degree of acceptable risk. Measures deployed should be sustainable indefinitely; they may also be applied as a precautionary measure for a specific period.

Exceptional (Amber sign with black lettering)

The EXCEPTIONAL response level requires consideration and implementation of maximum protective security measures to minimise vulnerabilities and risk. Extra measures implemented are likely to be sustainable for a limited period only.

Key Security Measures on Keenwind

The actual actions to be taken vary according to the alert state; these are published monthly or more frequently if required. The following are some security precautions, that are in place at all times:



Circus; Boat trips on the Rhine; Restaurants (to suit all tastes and pockets); Parks; Sports Stadium; Horse Racing; Camping Sites; Airport; Bowling (9 and 10 pin); Ice Skating Rink; Exhibitions; Bundesliga Soccer Team, Bundesliga Ice Hockey Team. There are numerous good restaurants.

Some of the finest festivals in Europe are staged in this town, notably the magnificent Carnival that takes place in February or March. The Carnival procession is a superb affair and takes some two hours to pass.

It might be thought that because of the accent on industry, the town lacks natural beauty, but nothing could be further from the truth. There are a vast number of parks in and around this fair city. Through its main thoroughfare winds the River Düsseldorf and the town is regarded as the Paris of West Germany.

Opera - This is first class and very cheap season tickets can be obtained before the start of each season (October) from the box office or through the Information Germany or HIVE JHQ.

Altstadt (old town) - An area between the Königsallee and the Rhine containing restaurants, bars, discotheques and 'way out' shops. The SoHo of Düsseldorf, with all the good and bad points that this implies. Careful thought should be given before letting the more impressionable youngsters loose on their own.

Oberhausen.

The city is about an hour and a half away via the autobahn. Centre, a large city shopping centre equivalent to Meadow Hall/Lakeside with many well-known stores and European brand names. The centre also has a full range of restaurants, Warner Brothers Cinema Village, also indoor and outdoor themed areas for family entertainment and plenty of car parking.

German Customs

Never on Sundays. If you are new to Germany it is as well to be aware of some of the more unusual customs, practices and law relating to certain activities on Sundays. For example, cars may not be washed (it is in fact an offence to wash a car on the road at any time), bonfires, which may cause offence should not be lit, windows may not be cleaned and all forms of manual labour, e.g. gardening, are frowned upon. In the interests of good Anglo-German relations do try and refrain from carrying out any activities, which give offence to the local population.

Some Local Customs

Your contact with Germany will be much more enjoyable if you take an interest in some of the local traditions. Here are just a few examples:

Schützenfest. Many villages in this part of Germany hold an annual festival known as a Schützenfest. This is a sort of huntsmen's festival at which the Schützenkönig 'the king of the huntsmen' is crowned. The Schützenkönig has to win a shooting competition but, since he needs to be fairly well off to keep up his entertaining commitments during his period in office, the result of the competition is often a foregone conclusion.

Kirmes. You will see advertised on posters throughout the Mönchengladbach area, especially in summer, a village festival called Kirmes. This was traditionally held to celebrate the consecration of the local church. There are the usual fun fairs, market stalls and dances; though the religious origins are also not ignored and the church is very much involved in the festival.

Karneval. The Karneval season is a speciality of the Rheinland. It begins on the 11th day of the 11th month at 11 am, but things really 'hot up' during the weeks leading up to Lent. The highlights, apart from the numerous Karneval Balls and drinking and joke sessions known as Sitzungen are the processions held in Cologne, Düsseldorf and Mainz on the day before Shrove Tuesday, known as Rosemontag. Mönchengladbach has its procession on the following day, Veilchendienstag, and there is always a children's procession and smaller celebrations in Rheindahlen village on the Sunday.

Weinfeste. All along the Rhine and Mosel during late summer and early autumn there are wine festivals. Each village selects a different time, but the pattern is fairly standard: plenty of drinking and merry-making. However, it is a good thing to go with somebody who knows something about wine, because you may end up paying more for wine than you would in the local supermarket!

Der Rhein in Flammen. Taking place from July to October in various locations, the 'Rhine in Flames' is a spectacle not to be missed. Best seen from the river itself at Koblenz, the illuminations along this romantic stretch of the Rhine provide one of the sights of Germany.

Holland

Venlo. The Dutch town of Venlo is much larger than Roermond with a greater number of shops. The town is about 20 miles from the Str. The Information Office (VVV) is in Keulsepoort at the corner of Juliana Park at the roundabout in Venlo adjacent to the Railway Station. A Saturday morning market is held and the shops remain open on Saturdays until 1700 hours. The Town Hall and a number of other buildings date from the 16th Century, while the Hoofdkerk (church) dates from the 15th Century. The Tourist Information telephone number is 0031 77 3543800.

Amsterdam. More suited for a weekend visit, best seen by boat on one of the many canals circling the heart of the city. Recommended sights: Queen's Palace, the Old Mint Tower, diamond factories and Portuguese synagogue; north of the city, Volendam, Edam and Marken give a glimpse of the 'Old Holland' - quaint villages with traditional dykes and decorated wooden houses; the locals wear native costume too.

Arnhem. 5 km west of Arnhem at Doorwerth Castle Oosterbeek (road signed). The museum is north of the town (Openlucht Museum). Holland's largest nature reserve is the National Park de Hoge Veluwe. Situated in the park is the Kroller-Muller Museum with a Van Gogh collection. In Gulpen there is a trout hatchery with a children's playground. This can be combined with a run out to Drieland Punt at Vaals. Here there is a large open space suitable for picnics and games for the children. There are also a couple of towers, which can be climbed; these give a view of Holland, Belgium and Germany. (Gulpen is situated between Maastricht and Aachen - 221 to Geilenkirchen, follow signs to Heerlen - Valkenburg to Gulpen).

Berg en Dal. Near Nijmegen; an African village museum (221 to Geldern - Route 9 to Weeze-Kraenberg, continue to Nijmegen until the turn off for Berg en Dal).

De Efteling. Large recreational and amusement park. Water organ, steam carousel and enchanted forest where all the fairy tales are illustrated with animated models. Boating and canoeing plus large picnic lawns. (Situated near Kaatsheuvel. 221 to Venlo - E3 to Eindhoven/Tilburg, follow signs Loop-Op-Zand and Kaatsheuvel until you see the signs for De Efteling).

Keukenhof. This is about 3½ hours drive away and a visitor may prefer to include it in a weekend trip to Amsterdam. However, it is possible to make a day trip. Keukenhof is

On driving directly in to Roermond from Camp, you will normally stop at the traffic lights at 'BFG Corner', the fruit and vegetable shop on the opposite side of the road is worthwhile as it is a little corner shop with everything from milk, bread, cheese, frozen foods as well as the fruit and vegetables.

Asenray (on the way to Roermond)

If you drive through the village by taking the third left turn at Spikkerweg you will find the Vleesmarkt on the right-hand side, good value chicken and pork. If you continue through the village on the winding road until you have the main road in sight again; you will come upon an excellent greengrocers at the farm on the right. The fruit and vegetables sold here are wonderful and the family farm is a delight to visit.

Local Towns and Villages

Brief History of Germany and Local Places of Interest - Germany

In 1945 the country was divided; in the west was the Federal Republic of Germany, a federal state comprising 11 'Länder', whereas the east saw the establishment of the German Democratic Republic.

Now the two German states are re-united; the 5 East German 'Länder' have joined the Federal Republic which now, as a result, consists of 16 'Bundesländer' in all.

Germany's federative history enables us today to offer you a wide variety of cultural attractions, for all these counts, dukes, prince bishops and kings' scattered royal palaces and capital cities of various sizes throughout the entire land.

You can re-live the country's history at first hand. You will find important buildings: Roman ruins, churches, monasteries and cathedrals from the era of Imperial greatness;

Castles from the days of chivalry and the Hohenstaufen dynasty; and royal palaces with magnificent grounds from Baroque times. And what you cannot see from outside you will find within the castles and stately homes.

Mönchengladbach

Mönchengladbach and Rheydt are over a thousand years old. They form a large centre between the rivers Maas and Rhine. Their wealth and growth was, and still is, due to the textile trade, which is firmly established in the area – and which in the Middle Ages formed part of the then 'Low Countries' cloth trade.

The two towns existed separately until recent years due to long since forgotten religious rivalries – Mönchengladbach was Catholic and Rheydt was Protestant. Both towns, and the former independent town of Wickrath, now form one city of about 263,000 inhabitants under a single Oberbürgermeister and Oberstadtdirektor and town council.

The town of Viersen also lies between the rivers Maas and Rhine and now encompasses the smaller towns of Dülken and Suchteln. A single town council administers the three towns.

With the occupation of the area by the American and Canadian Forces in 1945 various administrative lines of communication units were located in the vicinity of Mönchengladbach, Rheydt and Viersen. This pattern has continued over the years albeit on a much reduced scale. In 1955 the old Mönchengladbach Station changed to a Detachment of the Rheindahlen Area Support Unit. In this role it oversaw the closure of much of what formed the old station. Today the Mönchengladbach Detachment administers one barracks (Ayrshire South) which houses a wide range of units and MOD sponsored civilian organisations.

The extension of the autobahn complex around Mönchengladbach and Viersen has greatly improved road communications. It is now possible to join the autobahn just outside Javelin Barracks or within a few miles of Wildenrath and travel with ease to many of the major European centres.

Cologne (Köln)

Lying some 44 miles to the south of us here in Elmpt, Cologne is one of the greatest and most historic cities in Western Europe. The Roman Emperor Augustus built Cologne as a military fort. He named it in honour of his wife Agrippina and it was known as Colonia Agrippinensis; later this was abbreviated to Colonia and then to the German Köln. In the 8th century the Emperor Charlemagne granted this great trading community City status and its Archbishops became very powerful. By 1248 work had commenced on the great Cathedral designed to house the Golden Casket containing the legendary remains of the three wise men of the Orient. Archbishop Rainald Van Dassel took this casket from Milan in 1164. The Cathedral still serves this original function and the famous golden casket can be seen by all today, resting above the high altar. The Cathedral was completed only in the 1870s. The prosperity of the city continued into the Middle Ages and many fine buildings and churches testify to this. Cologne went into decline during the second half of the 16th century, largely because of religious wars and the consequent breakdown of trade. This decline continued till 1815 when Cologne was made a Prussian fortified city and, later on, when navigation on the Rhine became possible. Cologne once again exerted its influence on German trade.

Today Cologne's industries include motor car and heavy vehicle production, perfume factories, cable works and chemical plants which are famed throughout the world. In spite of a 70% total destruction by bombing during the Second World War, Cologne has risen from ashes and rubble to become once again one of the most beautiful cities in Germany; its restaurants, theatres and places of interest rival most in Europe.

Düsseldorf

The city of Düsseldorf nestling on the banks of the Rhine came into being about 700 AD with the founding of the Benedict Monastery by St Swidbert in the area of Koiserswerth. The first documentary mention of Düsseldorf as such dates back to 1135 AD, when the town took its name from the River Düssel, which flows into the Rhine. Dorf being German for village, we have the 'Village on the Düssel'.

By 1510 the town was raised to the status of a capital of the Duchies of Julich, Kleve, Berg and the Estates of Mark and Ravensberg, and from this period the town was fast becoming a centre of culture and industry.

Düsseldorf is the birthplace of Johann Wilhelm (1655) who in 1676, when he was a mere 21 years old, became the first Elector (Ruler and Statesman) of this area. He was affectionately known as 'Jan Wellern'. Jan Wellern held this high office for 37 years until his early death at the age of 58.

The 19th century heralded the Industrial Revolution and nowhere was it quite so marked as Düsseldorf where the early part of this century saw the first of the great Trade Exhibitions; the creation of the first railway in Germany, the establishment of many industries in the surrounding areas and the founding of the Düsseldorf Stock Exchange.

The city has much to offer to anyone looking for places of interest and recreation. These include excellent shopping facilities; Opera and Theatres; Cinemas; Concert Halls; Night Clubs (many and varied); Swimming Pools (outdoor and indoor); Aquarium and Natural History Museum; Museums and Art Galleries; An annual visiting

Explosive Device Disposal (IEDD) support to British Forces Germany (BFG) and to the German Civil Police (GCP) as required, with an Immediate Duty Team at 10 minutes Notice To Move at all times.

Moving to Germany

Many needless problems occur with families because they arrive unannounced, or the move has not been properly documented. In the worst case a family may have to return to UK. Heads of Families should discuss their move and proposed travel arrangement with the RAO/UAO/Personal Admin Offices well before the departure. It is important that an F Mov 564, (Application for Families Passage), is submitted to JSTC by units, even if the family are intending to travel by private means. All family members must be in possession of valid passports before travelling to Germany, these can be obtained at public expense via JSTC. Even if married accommodation has been allocated families should not travel to Germany until shortly before a handover date and time arranged with the Housing Office and temporary accommodation has been arranged.

Cassels House

Cassels House is a Service Hostel located in Rheindahlen Military Complex, approximately 10 miles from Javelin Barracks and 6 Miles from Wildenrath. Accommodation includes family, single and double rooms with full board service. Application forms can be obtained from: Cassels House, BFPO 40 or phone Civ 02161 472 4234.

Insurance

If you are not already covered you are strongly advised to take out insurance for your stay in Germany, public liability cover is particularly important.

Personal Property. Personal property is the responsibility of the owner and only in certain circumstances can limited compensation for loss or damage to such property be paid from public funds.

Public Liability. All ranks are advised to take out public liability cover against injury to third parties by members of their household or pets.

Life Assurance. All personnel are advised to take advice from a reputable broker before committing themselves to any life assurance policy and to be particularly wary of door-to-door insurance salesmen. The RAO holds a list of reputable brokers.

	WE HELP ANIMALS IN NEED!	
	Office Fürstenwall 146 402 17 Düsseldorf Tel.: (02 11) 13 19 28	Clara-Vahrenholz-Tierheim Rüdigerstraße 1 40472 Düsseldorf Tel.: (02 11) 65 18 50
Donation account: (Donations to us are tax-deductible)		
Kreissparkasse Düsseldorf Kto.-Nr. 1040 930 (BLZ 301 502 00)	Stadtsparkasse Düsseldorf Kto.-Nr. 19 068 758 (BLZ 300 501 10)	

The Place Where You Live

Elmpt lies in flat country between the Rivers Rhine and Maas on the B230, the main road from Roermond to Mönchengladbach. The main occupation is farming, and the country, which is well wooded, may remind you of parts of East Anglia. Mönchengladbach, 20 miles to the east, is a large modern city with excellent road and rail communications to all parts of Germany and the Low Countries. It has a considerable shopping centre, a football team of Premier Division standard, excellent cinemas and restaurants and a wide selection of operas and concerts is often available. Roermond, 8 miles west across the Dutch border, resembles an English market town. It stands where the Rivers Maas and Roer join and is a Cathedral city established in the 13th Century. Though smaller than Mönchengladbach it still provides good shopping facilities, including weekly markets.

English is widely spoken by both the German and Dutch population. The small town of Brügger is 3 miles away, but our nearest village is Elmpt. Elmpt has become very largely a dormitory area today, but it has a long history of its own, having at different times been ruled as a part of the Spanish Netherlands and as a French possession. Fifteen miles away at Rheindahlen lies the international military community at JHQ – Joint Headquarters. JHQ is an established multi-national centre with its own theatre, cinema, shops, clubs and swimming pool and its facilities are widely used by Elmpt families.

Brügger

Brügger village has a wide variety of shops, which cater for the daily needs of the local population and the many visitors to this picturesque village. Brügger boasts a tempting choice of restaurants, offering traditional German cooking, Italian, Balkan and much more; there is an indoor swimming pool as well. A popular Sunday past time is to enjoy an afternoon stroll around the village enjoying the shops and stalls that open for special Sunday trading. The centre of the village is the site of regular flea markets and traditional fairs and celebrations.

Mönchengladbach

About 20 miles away is Mönchengladbach which has a successful Bundesliga football team and a very good selection of shops, selling a wide range of goods and services. Large supermarkets offer food, clothing and household equipment. There is a Saturday morning market and the shops close between 1600-1800 hours at the discretion of the shopkeeper. The town is the nearest railhead to Elmpt Station for travellers from the Continental Channel parts. It has been twinned with Bradford in Yorkshire and there is a close contact between the 2 cities. The Verkehrsverein (tourist information office – telephone number is 02161 22001) is in the Hauptbahnhof (main railway station – railway information telephone number is 02161 19419). Late night shopping is on Thursday evenings.

Roermond

Roermond in the Netherlands has fast trains to Amsterdam and The Hague. There are numerous shops and a Saturday morning street market. The shops are closed on Monday mornings but remain open on Saturdays until 1700 hours. It was here that the Dutch National Anthem was first heard in 1572. There are a number of excellent restaurants, many of which specialize in Indonesian cuisine. The Tourist Information Office (VVV) is situated off the Market Square at the Church end of the square. The Tourist Information telephone number is 0031-475 335847.

the Control Commission HQ up until late 1946. Then, as over the next 50 years, the Regiment (titled as No 1 Signal Regiment) was widely dispersed with detachments as far away as the Hook of Holland, Berlin and Copenhagen.

On 15 October 1946, No 2 (Line of Communications) Regiment was brought back into being for the third time, being created by amalgamating elements of No 1 Regiment and a sister Regiment. No 2 Regiment was tasked with the provision of communications throughout the greater part of the British Zone of Occupied Germany, in Holland, and for HQ BAOR. The three Squadron organisation of No 1 HQ Signal Regiment was maintained and in March 1947 it was recorded that the strength of the Regiment was 60 Officers and 1154 Other Ranks.

The Regiment was retitled, to HQ BAOR Signal Regiment, on 15 June 1948. A major change was that several of the larger and more distant elements were split off to become independent Squadrons in their own right. By 1951, the need to rationalise further and divide responsibilities between the HQ BAOR Signal Regiment, which remained centered on Herford, and a separate Line of Communications unit led to the reforming of No 2 Regiment, now based in Hamburg. In August 1952, the bulk of No 2 Regiment relocated to the Ruhr in a four Squadron ORBAT, and although there were further reorganisations involving No 2 Regiment the general pattern was of concentration in Rheindahlen and in Düsseldorf. After so many changes in the hectic years of the late 40s and early 50s, relative peace and stability ensued until January 1958 when the RHQ of No 2 Regiment, together with 1 and 2 Squadrons, moved into Bradbury Barracks in Krefeld (though 1 Squadron was to move to Rheindahlen in 1961). The Regiment also had a third Squadron based in Emblem, supporting HQ British Forces in Belgium, and a fourth Squadron in Bielefeld as the HQ 1 (BR) Corps Commcn Squadron.

On 1 September 1959, all Signal units relinquished their old and diverse titles and took the simple numeric identities which persist to the present day: No 2 (Line of Communication) Regiment became 16 Signal Regiment, still based in Krefeld.

In 1994/5 as part of the Options for Change process, the Regiment was reorganised and moved to Krefeld Lines, Rheindahlen. In 1996 the Regiment deployed on Op Grapple to Bosnia, returning to the Balkans again in 1999 on Op Agricola in Macedonia and Kosovo. Following the move to Javelin Barracks, Elmpt (formerly RAF Brügger) in March 2002, 16 Sig Regt played a significant part in Op Telic, deploying in Dec 2003 and firmly establishing the MND(SE) Div HQ at Basrah Air Station.

Throughout its history, the Regiment has always been employed in support of operations up to Army group level. This continues as the Regiment supports the Headquarters of the Allied Commander Europe Rapid Reaction Corps (HQ ARRC) – the sole remaining Corps level operational capability which the British Army supports.

The Regiment is now four squadrons strong following the reformation of 252 Sqn and has a fully deployable RHQ. It comprises Support Sqn, 230 Sqn, 252 Sqn and 255 Sqn.

2006 saw the Regiment execute an extremely successful deployment to Afghanistan where they provided services all over theatre. The majority of deployments were to HQ ISAF and COMDBRITFOR in Kabul, and Joint Netcen in Kandahar. There were also several detachments operating from Helmand Province during a time of intense enemy activity.

On completion of operational commitments, the Regiment was selected to lead the Brigade into its year long tour of Public Duties. Based in London, Public Duties Squadron provided the Queen's Guard at Buckingham Palace, St. James' Palace, Windsor Castle and the Tower of London. This was one of the few times that a

Royal Signals unit had been chosen for such an honour, and the first whilst wearing ceremonial order.

2008 will see elements of the Regiment once again deploying to Afghanistan. This time to provide support to both Task Force Helmand, headed up by 16 Air Assault Brigade, and the ISAF mission.

628 Signal Troop

280 (UK) Signal Squadron was formed on the 1st January 1994 at St Tönis. This followed the amalgamation, on 1st June 1993, of Northern Army Group (NORTHAG) and Central Army Group (CENTAG) into Land Forces Central Europe (LANDCENT). Until then NORTHAG had been supported by 28 (BR) Signal Regiment (part of NORTHAG) but under Options for Change the Regiment was drawn down to Squadron level.

The Squadron became a vital part of the LANDCENT Signal Group (LSG) whose Headquarters was based in Heidelberg. LANDCENT Signal Group was made up of: 280 (UK) Signal Squadron; 1 (NL) Signal Squadron; 990 (GE) Signal Regiment; and 414 (US) Signal Company. The LANDCENT Signal Group provided communications for HQ LANDCENT.

Since April 2000 the Squadron has been part of the Deployable CIS Module Battalion (DCM Bn) based in Brunssum at HQ AFNORTH. It is an essential part of the Northern Region Signal Group (NRSRG). The Squadron is in the process of changing from tactical to commercial communications equipment.

280 (UK) Signal Squadron is the only British Army Major or Minor unit in Germany permanently assigned to, and under, Operational Command of NATO in peace and war.

In 1976 28 (BR) Signal Regiment was granted the Freedom of St Tönis by Bürgermeister Beckers. The same honour was bestowed on 280 (UK) Signal Squadron in 1997 and it is the only Allied unit to have received a ribbon of Honour (Fahnenband) presented personally by the President of North Rhine Westphalia for its contribution to Anglo/German relations in the community.

280 (UK) Signal Squadron relocated to Javelin Barracks, Elmpt in March 2002. This marked the end of nearly half a century of Royal Corps of Signals presence in St Tönis.

280(UK) Signal Squadron became an independent troop on 1 December 2004. On this date, it became 628 Signal Troop. In its new format, 628 Signal Troop will continue to support NATO, but as one of four Deployable CIS Modules (DCMs) that make up the newly formed 1st NATO Signal Battalion.

Rhine Troop, 921 Squadron, 11 EOD Regiment RLC

Rhine Troop forms part of 11 Explosive Ordnance Disposal (EOD) Regiment RLC, with the Regimental Headquarters at Didcot in the UK and Squadron Headquarters located throughout the UK and Germany. Rhine Troop was formed as the West of Rhine Section in July 1998 and after time at JHQ and Ayrshire Barracks the Troop moved to RAF Brügger in March 2000.

The mission statement for 11 EOD Regiment RLC is "to maintain and deliver ammunition technical support, explosives safety and Explosive Ordnance Disposal capability, including support to National Contingency Operations in peace, other operations and war." On a day to day basis, Rhine Troop conducts a range of tasks such as annual inspections within the Troop Area of Responsibility (AOR), support to units in overseas operations and exercises (OTX) and Conventional Munitions Disposal (CMD). The Troop is responsible for Technical Ammunition advice and safety for 13 units located as far apart as Münster and Mons. The Troop also provides Improvised

7th Signal Regiment

In 1914 'A' Corps Signal Company, Royal Engineers was formed for the Headquarters 1 Corps with which it served on the Western Front throughout the First World War. After the war it was reduced to a cadre from which the newly formed Signals Corps was reconstituted in 1923. In 1924 it became a Lieutenant Colonel's command.

In 1939 the unit was re-designated 1st Corps Signals and again went with the 1st Corps to France as part of the British Expeditionary Force. After the Dunkirk evacuation it was stationed in Yorkshire. In April 1942 a large part of the Unit was used for the re-forming of No 1, Line of Communications Signals.

1st Corps Signals was reconstituted in 1943. It took part in the Normandy Landings of 1944 and the subsequent operations in Northwest Europe. At the end of the war it was stationed in Germany, becoming 1 Corps District Signal Regiment, rising in strength at one stage to 9 squadrons including one Auxiliary Territorial Force and two captured signal companies of the Wehrmacht. It was disbanded in 1947.

In 1950 the unit was raised again as 1 Corps Signal Regiment and in 1951 joined Headquarters 1 Corps in Germany. On its arrival in Herford the Regiment initially occupied Harewood Barracks but in 1952 moved to the newly built Maresfield Barracks. In August 1956 the Regiment was re-designated 2 Corps Signal Regiment and took part in the Suez Operation. It returned to Herford in December of the same year.

The Regiment had its last change of title in 1959 when it became 7th Signal Regiment. In September 1972 the Regiment received the singular honour of the award of the Freedom of the City of Herford in recognition of the close links between the Regiment and Stadt Herford.

In September 1990 a detachment of vehicles and men was called for action with the 7th (British) Armoured Brigade (The Desert Rats) as part of the British Contingent of a multinational force in Saudi Arabia, formed as a result of the Iraqi invasion of Kuwait. A further force of over 400 soldiers was then sent to reinforce 1st (British) Armoured Division when the United Kingdom land contingent increased to an Armoured Division in December 1990. Shortly after Christmas further small detachments totalling about 60 men were sent to the Gulf to act as Battle Casualty Replacements (BCR) should conflict occur. The Regiment's communication equipment and troops were amongst the leading elements of the advance by the 1st (British) Armoured Division into Iraq.

When Headquarters 1st British Corps was re-designated Headquarters Allied Command Europe Rapid Reaction Corps (ARRC), the Regiment's squadrons restructured and renamed to form Headquarters, 229, 231 and 232 squadrons, with 230 Squadron being placed tactically under command and joining the Regiment when it moved in 1994 from Herford to Krefeld.

In December 1995 the Regiment deployed elements firstly to support the United Nations on Operation GRAPPLE in Bosnia and then following the Dayton Agreement the Regiment deployed completely in support of Headquarters ARRC in Sarajevo as part of the NATO Implementation Force (IFOR). The Regiment remained in Bosnia until December 1996 before returning to Krefeld. In 1997 the Regiment received the honour of the Freedom of Krefeld.

In February 1999 the Regiment dispatched 232 Signal Squadron to the Former Yugoslavia Republic of Macedonia (FYROM) in support of the NATO effort to resolve the humanitarian crisis in neighbouring Kosovo. By June the Regiment was fully deployed as part of the NATO force in FYROM. The Regiment moved with Headquarters ARRC into Kosovo in late June and remained deployed until November 1999.

After returning to Kosovo in 2004, the Regiment was warned to deploy to Afghanistan on Operation HERRICK in 2006. It deployed in 2 tranches. 231 Signal Squadron deployed in March 2006 as part of the 16 Signal Regiment Group, for a 6 month tour. The majority of the Regiment, with the Regimental Headquarters and 230 Signal Squadron under command, then deployed in September 2006, also for 6 months. Soldiers from the Regiment served all over the country, including in Kabul, Helmand, Kandahar and Herat provinces, and also into Pakistan. The Regiment has been warned off to deploy there again in February 2009.

7 Signal Regiment moved to Elmpt in January 2002, after spending 7 years in Krefeld. The Regiment is assigned to the Allied Command Europe Rapid Reaction Corps, and its operational role is to support the deployed ARRC Headquarters. The Regiment consists of four squadrons (HQ Sqn, 229 Sig Sqn, 231 Sig Sqn and 232 Sig Sqn), and is located in the Northwest of Javelin Barracks.

16th Signal Regiment

It is possible to trace direct the origins of 16 Signal Regiment to the formation of No 1 (Line of Communication) Regiment, which was later part of the British Expeditionary Force sent to France in 1940.

In September 1939, a GHQ Signal Regiment was mobilised and sent to France the following year as part of the ill-fated BEF, being eventually evacuated with the remains of that force from Dunkirk. No 1 Regiment was also deployed and evacuated (the GHQ Signal Regiment looked forward to the Divisions, with No 1 Regiment taking on the rearward links to the United Kingdom). Even in this short time it became clear that the demands created by deployment out of the Home Base and onto the Continent were too great and No 2 (Line of Communications) Regiment was raised from elements of No 1 Regiment.

After the evacuation from Dunkirk, the higher formation Signal Regiments underwent a necessary reorganisation: Nos 1 and 2 Regiment were disbanded and the GHQ Signal Regiment was renamed No 1 HQ Signals Regiment. With the preparations for the invasion of France, Nos 1 and 2 Regiments were re-raised in 1942, and No 1 HQ Signals was renamed 21st Army Group Signal Regiment in 1943. During the planning for Operation OVERLORD, it was assumed that each Line of Communication Regiment would be responsible for some 250 miles of the line of communications, extending from Army Group HQ to the Channel Ports.

The Line of Communications Regiments took control of communications for the Normandy Beachheads and the invasion "Base Area" on D+5, and from there expanded operations to follow the progress of the Army Group HQ. By VE Day, HQ 21st Army Group had reached Bad Oeynhausen and Herford and with ensuing peace there it stayed. The Line of Communications Regiments (by now totalling 5 separate units) stretched back through Germany, Holland, Belgium and France and continued to carry the traffic of the military government of the British Zone of Occupied Germany.

In the immediate post-War period there was a great deal of further reorganisation and rationalisation of the chain of command and of the supporting communications units. No 2 Regiment was again disbanded, and 21st Army Group Signals became HQ BAOR Signals. On 10 September 1945, HQ BAOR Signals changed its name to No 1 HQ Signals, and in taking on a number of infrastructure as well as HQ roles it began to look rather more like the 16 Signal Regiment of the following decades: in total the Regiment consisted of some 2000 soldiers spread through 73 Troops and Sections, with a Line and Cable Squadron, a Signal Office and Exchange Squadron, a Radio and Telegraph and SDS Squadron, and a fourth, though temporary, Squadron for one of

The Centre can be contacted as follows:

Chaplain's Office Ext 4410
Chaplain's Mobile 01 72 2068906

Services are held as follows:

St Nicholas & St Andrews (Anglican) 0930 hrs
St Paul & St Bonifaces' Church (RC) 0930 hrs



Living in Germany and Elmpt Area

Brief History of the Station

RAF Brüggen

The RAF Station was constructed on drained marshland within a heavily forested area during the period February 1952 to July 1953. This remarkably short construction phase was a direct result of the need to house the rapidly expanding NATO forces in the early fifties. The first aircraft to land at Brüggen was a VIP Devon in June 1953 which delivered Air Marshal Sir Robert Foster, the then C-in-C Second Tactical Air Force and took off again from an incomplete runway 27. It is understood, however, that the first actual landing may have been made by a Vampire in May 1953, which was the first of many to mistake Brüggen for RAF Wildenrath. Construction was the responsibility of the Airfield Construction Branch (ACB) who supervised an army of German contractors.

During the period 1953 to 1957, the Station operated as a fighter squadron station, from 1957 to 1998 in the strike/attack role and from 1998 in the attack role. In its recent history, all four Tomado GR4 Squadrons took part in the Gulf War during 1991 and subsequently in a number of operations in the Middle East and the Balkans.

The demise of RAF Brüggen, as the last Main Operating Base in Mainland Europe, was made public in 1998 and the withdrawal process began in April 1999 with the disbandment of 17 (Fighter) Squadron. The official closure ceremony of the Station was held on 15-17 June 2001, a memorable occasion for Brüggen personnel, the local community and the Royal Air Force as a whole. The last Tornado was flown out of RAF Brüggen on the morning of the 4th September 2001 by the Station Commander, Group Captain TM Anderson DSO. Responsibility for the Station was handed over to Lieutenant Colonel JE Richardson, Commanding Officer 7th Signal Regiment by Wing Commander JR Andrews, the last Station Commander on 4th February 2002. The camp was officially taken over by the Army on 28th February 2002 and transferred between German Ministries on 1st April 2002.

Elmpt Station

RAF Brüggen was named originally after the nearest railhead, in the North Rhine Westphalia village of Brüggen; however, it is actually situated just outside the village of Elmpt. It was for this reason that the Army took the decision in late 2001 to change the name to Elmpt Station. The name Javelin Barracks was adopted due to the use of the 'Javelin' flash by members of the 1st Signal Brigade. The Station is made up of Javelin Barracks, Elmpt and the quartering area of Wildenrath. It is part of Rhine and European Support Group (RESG) and has a small Station Headquarters commanded by either the Commanding Officer of 7 Signal Regiment or 16 Signal Regiment who is double hatted as Station Commander dependant upon operational commitments. The following units and organisations are located in Javelin Barracks:

Shopping and other Facilities

Javelin Barracks

NAAFI Local is located in the married quarters area. PRI goods, newspapers magazines and books are available and it is open Mon – Fri 0800-2000 hrs, Sat 0900-1800 hrs and Sun 0900-1600 hrs. Tel: 02163 81870

NAAFI Express Store. This smaller store is located at the rear of Shannon's and is open from 0730-2100 hrs, 7 days a week. A video hire service is available. Tel: 02163-990186

Shannon's (Junior Ranks' Club) is located between the married quarter area and single living accommodation area. Tel: 02163 81882

Fish and Chip Shop is located adjacent to Shannon's. Tel: (02163) 5720489

The Bistro opened up for business in April 2004 and is located opposite JB's Restaurant on the Village Green. Reservations can be arranged by calling Tel: 02163 5751954.

Supervendi is located adjacent to JB's and provides a 24 hour vending facility.

JB's Restaurant is located on the opposite side of the road to the Bistro and was formerly the Junior Ranks' Mess prior to the introduction of the Pay As You Dine initiative. Tel: 02163 5713863

JB's Café is located within the confines of JB's itself and is open to all customers either military or civilian.

Javelin Bowl is situated directly opposite the Station Staff Office (Building 69) and is a functioning 6-lane bowling alley. Open Wed and Thu 1700-2100 hrs, Fri 1500-2100 hrs, Sat and Sun 1200-1900 hrs. However, bookings for functions, including catering, is available outside of these hours. Tel: 02163 577530

The Village Green. The Village Green is located opposite the Bistro car park.

WRVS. The 'Weavers', a retreat for single soldiers, is located adjacent to JB's Restaurant and is open at the following times:

Sun-Fri	1000-1330 hrs
Sun-Thur	1800-2130 hrs

Hair Salon. A hair salon and beauty parlour are co-located in Building 84, to the rear of the Bistro on the Village Green. Tel: 02163 972677

Thrift Shop. Located in Building 84 on the Village Green to the rear of the Bistro Tel: 02163 972373. It is open at the following times:

Mon	1700-1900 hrs	Wed & Fri	1000-1200 hrs
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Wildenrath

The Windmills Club. An all ranks family club located near the Housing Office on Vulcan Ave. Run by a volunteer Committee, functions are regularly organised including Quiz nights, Theme nights, televised Sport events, and Bingo every Thursday night. Open at the following times:

Thur	1930-2300 hrs (no children due to Bingo)
Fri	1930-0100 hrs (children welcome until 2300 hrs)
Sat	1930-2359 hrs (children welcome until 2300 hrs)
Sun	1500-2000 hrs

Community Centre

Located in the Centre of Wildenrath many amenities can be found in the building including: NAAFI, Wildenrath Community Coordinators Office (Fuel Coupons and MWST, contacts houses, Station events etc....)

Shapes Hair Salon, Home Start, HIVE, Library, Adult Learning Centre, Wildenrath Playgroup, Musical Musicians, British Forces Post Office (1100-1230 hrs Mon-Fri), Coffee Mornings Every Tuesday 0900-1145 hrs.

Wildenrath Cafe Lounge

Newly refurbished through a Station Grant the seating area is a perfect place to sit and eat either a packed lunch, or items purchased from the NAAFI. It is a relaxed environment for parents to watch some television and children to play with some toys.

JHQ

A number of larger shops and services are available at JHQ, Rheindahlen.

NAAFI Shopping Complex, JHQ. Trenchard Road, Rheindahlen.

NAAFI Car Showroom. Main NAAFI complex. Tel: 02161 950128.

Financial and Insurance Services. **NAAFI Financial Centre** (next to the Main NAAFI) Tel: MG 901140/2/4/5.

Stadtsparkasse Bank (Located in the shopping centre)

JHQ Branch Tel: MG 2793708 Fax: MG 556590

Business hours:	Mon-Wed	0815-1145 hrs & 1245-1600 hrs
	Thu	0815-1145 hrs & 1245-1700 hrs
	Fri	0815-1145 hrs & 1245-1530 hrs

Other Branches in Mönchengladbach

Business hours:	Mon-Wed	0830-1230 hrs & 1400-1645 hrs
	Thu	0830-1230 hrs & 1400-1800 hrs
	Fri	0830-1230 hrs & 1400-1600 hrs

Commerzbank

Cash point available at the NAAFI:

Buying Goods Tax Free

German Mehrwertsteuer

Goods may be purchased without Mehrwertsteuer (MWST) – German VAT. Exemption can only be gained if the purchase is made through a Mess, Institute or Club (MIC) registered as an Official Procurement Agency (OPA). Only goods totalling over €50 may be purchased without MWST. It is normal that no cash is paid at the time of purchase and the bill is sent to the originating OPA for payment. The purchaser is later informed of the total amount that is required to be paid to the OPA.

Procedure

The procedure for gaining VAT exemption on purchases is to obtain an official order (Auftrag) from the Station Central Accounts Office in building 98 (RAO 16 Sig Regt).

Churches and Church Activities

The Chaplaincy Centre is located in Javelin Barracks at the rear of 7&16 Welfare offices. It is manned by Elmpst Station Padre, visitors are welcome. First Communion, Confirmation, Baptism and Marriages are made by arrangement with your Chaplain.

Counter Services

The following services are available: (all transactions are conducted in Euro at the prevailing Post Office Accounting Rate)

- Sale of postage stamps, stamped stationery, postal orders and international reply paid coupons.
- Deposits are accepted for, Alliance and Leicester/SANTANDER Girobank, encashment of Postal Orders, withdrawals from Girobank exchange of international reply coupons.
- Acceptance of the following classes of mail: Letters, Packets and Parcels (including Compensation Fee Paid). "Special delivery" "Recorded" and "International signed for" are priority services available from the counter.

Counter Services – Wildenrath

- A full and comprehensive counter service operates in the Wildenrath Community Centre from 1130-1230 hrs Monday through to Friday.

There are a total of 5 post boxes located throughout Javelin Barracks; which are pillar box red and not the German (yellow). The post boxes are cleared Mon-Fri by 1330 hrs.

Post Box – Locations

- Outside FPO Counter
- Officers' Married Quarter
- Outside old FPO (Village Green)
- 2 in Tedder Rd ORs Married Quarter

Postal Address

The correct postal address for Forces personnel and their dependants is as follows:

No: Rank: Name: Initials:

(Dependants mail should be c/o their spouse or guardian)

Squadron/Department

Unit

BFPO 35

The Forces Postal Service does not make deliveries to married quarter addresses, however the Deutsche Bundespost makes a daily delivery, provided that a civilian form of address is used, for example:

Mr J Smith
42 The Oaks
41372
Niederkruchten

It should be noted that the use of the civilian post is more expensive and may result in a slower service between BFG and UK.

Domestic servants resident in married accommodation and Directly Employed Labour within Military Establishments **are not** entitled users of the Forces Postal Service and are prohibited from having correspondence addressed to them at a military address.

All enquiries regarding loss, damage or delays to mail or any other postal matters should be directed to the SNCO IC Forces Post Office on Mil: (68) 2415.



Employment

Where to start: The Rhine Area Labour Support Unit (RALSU) Detachment in Javelin Barracks is open on Tuesday and Thursday from 0900-1230 hrs and is a specialist Unit that acts as an employment agency for civil labour for the British Forces in the Rhine Area, administers civil labour and acts as an employment agency. The Elmpt detachment covers all military units in JHQ, Elmpt. RALSU advertises its vacancies each week normally on a Friday. The advertisements appear in The Sixth Sense newspaper and on BFG Teletext. Anyone seeking employment is encouraged to visit the office and register for employment. RALSU does not run a formal register as such and asks that an individual visits the office and applies for vacancies that are available at the time. RALSU will then call you forward for an interview. When visiting the office for the first time please make sure that you are in possession of your current CV and identity card. If you are unable to visit in person you may telephone reception on Civ: 02163-972723 or Mil: 68-2723 and they will be able to assist. If the Elmpt detachment is unavailable you may also contact the main RALSU office in JHQ on Civ: 02161-472 3118 or Mil: 72-3118.

Employment with Schools (SCE): Vacancies SCE have their own recruiting department and must be approached directly.

Employment with NAAFI and other Army Sponsored Organisations: Vacancies are usually advertised in the shops or organisations concerned and applications should be sent to the Manager. There are also opportunities for employment in the NAAFI Head Married Accommodation Offices in JHQ. Applications to the Personnel Manager (ES/P3), HQ NAAFI, BFPO 40.

Employment on the Local Economy: Under EC arrangements, dependants have the legal right to seek employment on the local German economy. A work permit is not required if a full British passport is held. Employees on the local German economy will obviously be required to pay the normal German Social Insurance and Income Tax rates. The ability to speak German will undoubtedly increase the chance of employment.

BFG Vocational Training Services (VTS): VTS is available throughout Germany (including AFCENT) and is an integral part of the MOD Civilian Youth Training Scheme. The aim of VTS is to provide vocational education and training plus planned work based experience giving the trainees the opportunity to obtain a national vocational qualification (NVQ), or to obtain a credit towards a qualification. Unemployed dependants between the ages of 16 and 19 are guaranteed a place on the scheme, which involves up to 2 years training and a training allowance. Those aged 20 to 24 are offered a vacancy on a fill up basis and are also given a training allowance. Any young person who has completed part of a YTS scheme in the UK may join the VTS for the balance of their training period. Young married dependants may be eligible to join a VTS NVQ programme. VTS is able to accept most young trainees with special needs and is an Equal Opportunities Organisation. Further details can be obtained from VTS offices here in Rheindahlen, or from The Manager VTS G1 Division, HQ UKSC (G), BFPO 140 (Tel: JHQ Ext: 2358 or Civil (02161) 472 2358). Information is also available from local HIVEs, Garrison Labour Support Units (GLSUs) and Careers Services Office.

Dependants – Unemployment Benefits: All newly arrived dependants who wish to claim unemployment benefits should register with the local German Employment Office (Arbeitsamt) not later than 7 days after their arrival in Germany or they may lose their benefit. If you have not been issued with form E303 but are entitled to UK

Unemployment Benefit, you should also register with an Arbeitsamt not later than 7 days after arrival in Germany. The Arbeitsamt will contact the competent agency in the UK on your behalf and obtain the necessary forms. If you are not entitled to any continued payment of UK unemployment benefit, the Arbeitsamt will advise you on any entitlement to unemployment benefit in Germany.

When registering with the employment office, you should be issued with two items: -

- a Application for Unemployment Benefit form (Antrag auf Arbeitslosengeld). This form is in German but an English guide to its completion can be obtained from the Arbeitsamt.
- b Additional leaflet for unemployment foreigners (Merkblatt 1). This useful booklet in both German and English is written as a simple guide for unemployed UK or Irish citizens.

Enquiries should be directed to the German Arbeitsamt Mönchengladbach 1, Lurriperstrasse 78-80. Hours of Business are 0800-1230 hrs Mon-Fri.

Childminding

A Childminder is defined as someone who looks after one or more children under the age of eight to whom they are not related on domestic premises for reward and for a total of more than two hours in any day.

Anyone proposing to offer their services as a Childminder while serving in Germany must be registered with the BFG Early Years Service. The first step in the process is to contact the AWS child minding coordinators on JHQ 3517 (02161-4723517). They will advise on how to become a registered Childminder and provide the statutory training required. They also offer continuing help and support to registered Childminders and run a toy library.

Information on registered Childminders is always available from the childminding coordinators and lists are circulated to HIVEs.

Transport

There is a military bus service between all the locations in the Rhine and European Support Group (RESG) area, including Elmpt and Wildenrath. Children may use this service provided that they are 14 or above. Details of the service and timings are published in the Rheindahlen Bulletin and Elmpt Bulletin which is available from UWOs and HIVEs. Public transport is limited from Javelin Barracks and very limited from Wildenrath.

Postal Information

Postal Services

The Forces Post Office within Javelin Barracks is situated in Building 3 within the HCSO Complex, directly opposite the Javelin Bowl (Bowling Alley).

Tel: Mil (68) 2415 Civ (02136) 97 2415

Opening Hours

Counter Services:	Mon-Thu	0800-1230 hrs 1300-1500 hrs
	Fri	0800-1200 hrs 1230-1400 hrs
Sorting Office	Mon-Fri	1000-1200 hrs 1330-1430 hrs



- A comprehensive and up to date range of Department of Work and Pensions (DWP)/Inland Revenue information
- Details of travel facilities, including air, rail and road, both local and further afield
- Children's Tax Credits
- Children's Trust Fund
- Details on Passport for pets
- Referral service to all outside agencies
- Local facilities in and around the Station, such as opening times of the gymnasium, swimming pools, ice rinks, including details of forthcoming local concerts, Anglo German events and places of interest you may wish to visit.

HIVE BFG has its own website, which includes links to employment vacancies in your area and other useful sites. It has contact details of all HIVEs worldwide and details of "What's On" in your local area. www.hive-bfg.co.uk

Visit your Information Centre, at the HIVE, to receive a first class, customer friendly information and referral service. We await your enquiry!

Elmpt HIVE is located just behind the Bistro in Javelin Barracks. The opening times are Monday to Friday 0900-1300 hrs

Contact us by telephone Civil 02163 97 3183 or Military 68 3183 (answer phone facilities available) or email us at hive.elmpt@bfg.net.de

Wildenrath HIVE is unmanned except for the first Tuesday of each month and it is located in the Community Centre.

Contact us by telephone Civil 02432 81017 or email us at wildenrath@hive-bfg.co.uk.

Home-Start

Support and friendship for families

Home-Start Elmpt, Building 88, Javelin Barracks, BFPO 35 Tel: 02163 972473 Mil (68) 2445. Opening Hours are: Monday- Friday 0900-1300 hrs.

Home-Start Wildenrath, Community Centre, Robertson Drive, BFPO 40 Tel: 02432 81018

Opening Hours are: Monday - Friday 1000-1200 hrs.

Home-Start's simple approach is to offer the support of one trained volunteer to a parent who is facing difficulties and usually has one child under five. The friendship, practical and emotional support provided by a volunteer in the family's own home, enables parents to cope with the pressures they are facing and reduces the potential for family crisis and breakdown.

Youth Centre

The AWS provides Youth Centres at both Javelin Barracks and Wildenrath. Each Youth Centre has a dedicated Community Development Worker assigned to it. The Javelin Barracks Youth Centre is located in the former Air Terminal (Building 641) whilst the Wildenrath Youth Centre is located within the Pegasus Building, opposite Andrew Humphrey School. Both Centres cater for Junior and Intermediate Clubs for School Year 5-8 and Senior Clubs for School Year 9 and over. For details of current activities please contact:

Community Development Worker Javelin Barracks. Tel: 02163 97 4667
Community Development Worker Wildenrath. Tel: 02432 492684

Indulgence Travel

UKSC(G) operates an Air Indulgence System for seats not used on scheduled Air Trooping Flights between Germany and UK. Spare seats are allocated on a fill up basis and Service personnel and their immediate family are eligible.

Note: Entitled Service personnel and their immediate family can turn up at an airport for departure with a valid indulgence form, correctly completed and signed by an authorising officer and board a Service Trooping Flight to/from the UK if there are seats available (Card in Hand) **BUT** they should be reminded that a flight is not guaranteed and that it is advisable to contact the departure airfield to get information on available seats.

Application forms for Air Indulgence passage can be obtained from Unit Admin Offices and should be forwarded to:

From Germany: Indulgence Desk, Travel Centre Rheindahlen, 24 Regt RLC, BFPO 140.

From UK: Indulgence Section, JSTC London, 20 Albert Embankment, London SE1 7TD.

Legal Assistance for Personal Problems

Assistance with private legal problems is available to all Service personnel, United Kingdom Based Civilians and dependants of both classes of such personnel. Such problems would include for example, traffic and other accident claims, matrimonial disputes and consumer complaints. Advice can be given under both UK and German law.

Advice to Military personnel, military sponsored UKBCs and dependants of both these classes are provided by Army Legal Aid NWE, BFPO 39 and whose telephone numbers are Bielefeld Military 3191 or Bielefeld Civilian (0521) 92543191. The fax number is Bielefeld Military 3115. In the case of RAF personnel, RAF sponsored UKBCs and dependants of both these classes, initial advice should be sought from RAF Legal Services (Northern Germany) on Herford Mil 82 3518.

In cases, particularly matrimonial where there is conflict of interests, military personnel will receive advice from Army Legal Aid, NWE and their wives from RAF Legal Services and RAF personnel from RAF Legal Services and their wives from Army Legal Aid, NWE.

Compassionate Travel from Overseas (for Service Personnel, their Dependants based abroad, Territorial Army & Mobilised Reservists)

If circumstances should arise whilst your relative is overseas (including Northern Ireland) either on a posting, at sea, or on deployment, that make it necessary for you to apply for his/her return on compassionate grounds (such as death in your immediate family, serious illness or serious family crisis) you should telephone the Joint Casualty and Compassionate Centre (JCCC) +44 (0) 1452 519951. This number is continually manned 24 hours a day, including weekends and Bank Holidays.



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Abwicklungsschein

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Saturday

09.00 - 14.00

Wednesday mornings

Closed

Hubert Adams Prop Alexandra Kremers

Heidekamp 6 41844 Wegberg

Tel: 02434 4294 Fax: 02434 25402

Putenfarm Peter Ritte

41844 Wegberg
(Rickelrath)
Dülkener Str. 26
Tel: 02434 / 1097



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8.30 - 18.30hrs
Saturday
8.00 - 15.00hrs

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Station and Garrison Facilities

Army Welfare Service

The Army Welfare Service has existed in UK since 1996. It provides a comprehensive, professional and confidential welfare support service, which is responsive to the needs of the individual, families, and the chain of command in order to maximise the operational effectiveness of Servicemen and Servicewomen. The Service was extended to Germany in 2000 to co-ordinate the activities of all local agencies concerned with welfare, and it operates in garrison based multi-disciplinary teams commanded by a retired officer. The Rhine Garrison office is located in the RASU Buildings, Queens Avenue and the reception telephone number for all sections is JHQ Mil 3603 (Civ 02161 472 3603).

Each AWS team is organised in three sections, admin, personal support and youth and community support. The personal support section is manned by Army Welfare Workers who offer confidential help and advice on personal problems to all Service personnel and their dependants and to UKBCs. Subjects include relationship difficulties, bereavement, parenting and childcare, special needs, divorce and equal opportunities issues. The youth and community section has a full time professional staff of a Youth and Community Officer and four Youth Workers, aided by locally employed assistants and volunteers. They work mainly with children and young people and offer a wide range of activities including the Duke of Edinburgh Award scheme.

Relate Counselling Service

Relate BFG offers a totally confidential co-counselling service to BFG entitled personnel who are experiencing difficulties with a relationship. Appointments are made through our central booking facility at Rheindahlen, telephone JHQ Military 2826 or Civilian 02161 472 2826.

HIVE Information Centre

Germany, Holland and Belgium

The HIVE is a focal point within the community, which supports the Service community through the provision of an impartial information and referral service.

What can your HIVE offer you?

It would be impossible to mention all the areas of information held in the HIVE. The Information Officer is fully trained to assist with all enquiries and has the knowledge to refer you to another agency when appropriate.

Listed are just a few examples of what HIVE BFG can offer you:

- New arrival guides for all families and single personnel
- A "Get You Back Pack" when posted back to UK.
- HIVE can assist with providing information on "Relocation" worldwide.



Useful Telephone Numbers

Emergency Ambulance 112 Out of Hours 021 61 472 2969 or JHQ Military 72 2969 JHQ Civilian (021 61 472) + ext number Military 72 + ext number

Appointments / Cancellations	2969
Transport Enquiries / Translation	4916
Dispensary / Repeat Prescriptions	2772
Referrals Clerk	2641
Military Patient Clerk	2841
Health Visitor	2955
Blood results	2792 (Mon, Weds, Thurs 1400-1500 hrs)
Midwives	2968

Javelin Civ 021 63 97 + ext number Military 68 + ext number

Appointments / Cancellations	2600
Transport Requests	2600
Referrals Clerk	3397
Health Visitor Clerk	2632
Blood Results	4577 (Mon, Weds, Thurs 1400-1500 hrs)
Medics 16 Sig Regt	3406
Medics 7 Sig Regt	3390
Dispensary / Repeat Prescriptions	3684
Midwives	2287
Genito Urinary Medicine / Sexual Health Bielefeld 81	3339 (clinics at Javelin fortnightly)

Rhine Garrison Community Services

Community Paediatrics JHQ 72	2641
Speech and Language Therapy JHQ 72	4005
Clinical Measurements Javelin 68	3408
PCRf (Physiotherapy Dept) 68	2388
Department of Community Mental Health (DCMH) Javelin 68 2510 / 2373	

Dental Centre

Aim. To provide high quality dental care to Service personnel, their dependants and entitled civilians.

Working Hours

The dental centre is located in Javelin Barracks and is manned during the following times:

Mon-Thur	0800-1230 hrs 1330-1645 hrs
Fri	0800-1415 hrs

Appointments

Appointments can be made in person at the Dental Centre or by telephoning **reception on Mil: Ext 2524 Civ: 021 63-972524**

Patients will initially be given an inspection appointment. This enables the dental officer to determine the type and length of any subsequent appointments.

Military personnel are required to attend a periodic dental inspection, recall for this is patient specific and could be up to a maximum of 18 months from the last recall (not the old 12 month recall) for a Periodic Dental Inspection (PDI) and will be called forward by their Unit.

Whenever possible, patients who are unable to attend or need to change their appointments should contact the Dental Centre at least 48 hrs in advance. This prevents wasted surgery time and helps to reduce waiting lists.

Patients should arrive 10 minutes before an inspection appointment to complete the appropriate paperwork.

Patients who arrive up to 10 minutes late will not be seen, but given an alternative appointment.

Emergency Appointments during working hours

Emergency appointments are available during the working day. Patients with pain or urgent dental problems should contact the Dental Centre by 0830 hrs. An appointment will be given that day. In the absence of a Dental Officer, patients will be advised how to obtain emergency treatment.

Emergency Appointments outside working hours

Outside normal working hours, during weekends, stand downs periods and public holidays, any patients that require urgent dental treatment should contact JHQ Guard Room on: Mil: 72-2082

Civ: 021 61 472 2082

The duty dentist will be contacted and will then contact you back to arrange emergency treatment as required after triage. This may require you to travel to the duty dental centre on call that week.

This service is reserved for emergencies only, such as: Pain, Facial swelling, Facial trauma.

**FOR FURTHER INFORMATION CONTACT THE DENTAL CENTRE
JAVELIN BARRACKS
021 63 972524**



Sat/Sun and Public Holidays (via JHQ Medical Centre) – Urgent Cases only (Ext 2969) 0930-1030 hrs and 1700-1800 hrs. Access to the weekend clinic is best achieved by telephone. The duty nurse will triage your problem as above and allocate you an appointment with the duty GP as necessary.

Sick parade – soldiers reporting sick must do so between 0800 and 0830 to be triaged and then sick parade itself is 0830-0930 hrs – only for soldiers on duty. Off duty soldiers must use normal channels.

Dispensary. The Dispensary is stocked with a range of British drugs that are commonly used. If you are on regular medication the doctor will issue you with a repeat prescription. You will also be asked to see the doctor at regular intervals for a check and renewal of the prescription every few months. If you have a repeat prescription, please ask for your medication 48 hours before it is needed. This is to allow the Doctor enough time to get the prescription ready. Please do not leave requests for repeat medication to the last minute as this may lead to a gap in your medication regime.

Hospital and outpatient care is provided at the local Designated German Provider Hospital (DGPH), who on occasions will recommend German medications. While not wishing to interfere with their treatment, these products are not fully compliant with UK legislation in that they do not have English instructions information or UK licence. Our doctors will seek to provide the British equivalent. If this is not possible, then the German product may be purchased for you and labelled appropriately.

We regret that we are unable to prescribe routine or repeat medications for non-entitled visiting relatives or friends. Visitors should bring with them a sufficient supply for the duration of their stay.

Visiting Relatives. If relatives or friends are coming to visit you, your Unit Welfare Office will give you sponsorship forms before they arrive. This entitles them, whilst here, to see us for Urgent GP care at the Medical Centre. We may be unable to prescribe routine or repeat medications for non-entitled visitors. We will not purchase medication which is not already in stock for visiting relatives. For any hospital care, including A&E in an emergency, a European Health Insurance Card (EHIC) is required. This has replaced the E111 and application forms are available from UK Post Offices. For more information on EHIC, contact: EHIC Applications on (UK) 0845 606 2030 or (UK) 0191 2035555. Further information can be found on the website: www.dh.gov.uk or www.ehic.org.uk. Formal medical insurance is strongly recommended. Without insurance your visitors may be liable to full medical costs in the event of an emergency.

Enquiries about Hospital Appointments

If you have problems with hospital appointments we will try and help. In the first instance speak to the Referrals Clerk on JHQ 72 2641 or Javelin 68 3397.

JHQ

Sick Parade: Military sick parade takes place Monday – Friday 0830-0930 hrs. Military personnel who are on duty during these times and reporting “Special Sick” may be seen outside of these hours. Any other enquiries for RSU Military personnel, please call JHQ Mil 72 2841.

Clinics

A range of clinics are offered at both practices: for example

Well Women
Baby Clinic

Travel Clinic

Asthma

Childhood immunisations

Travel vaccinations

Family Planning

Diabetes

Minor Surgery

(Please consult your Medical Centre for the latest clinic timings)

When you leave the Practice

Please remember to de-register **all** members of the family when you are posted out of JHQ/Javelin, so that your notes can be sent on with the minimum delay. This is particularly important if you have been having regular treatment or hospital care.

Health Care Users Group

Representatives from the practices attend the Health Care Users Group (HUG). The group is used for communication between the practice and the population we serve and meets approximately three times per year, all units and married accommodation areas are represented. If you have general comments about the services provided please either contact your representative (usually through Unit Welfare Offices) or speak to us, we always try to provide the highest standard of service, within the resources at our disposal.

Patient Participation Group (JHQ)

The PPG is run by the patients for the patients and acts as a body to suggest, support, advise and liaise with the Medical Centre in JHQ. Meetings are held regularly, are advertised widely and open to all. A suggestion box is situated in the waiting area for any ideas or comments you may wish to have discussed at the meetings.

Patient Participation Group (Javelin)

Javelin Barracks medical centre does not currently have a PPG but a suggestion box is situated in the waiting area for any suggestions or comments you may have. These will be passed to the Practice Administrator for his/her action as necessary.

Medical Centre Transport Arrangements

Emergency procedure

Should an ambulance be required in an emergency, ring Civil 112, (remembering to have your Post Code available) and a German ambulance will be dispatched to you as quickly as possible.

Please remember to call the Medical Centre (JHQ 72 2969 / Javelin 68 2600) to inform us what is happening and to seek advice if required whilst awaiting the arrival of the ambulance.

Routine, non-emergency transport

Garrison welfare transport is available during working hours between the Medical Centre and local clinics/hospitals. Requests for transport should be made at least 48hrs prior to travel by contacting JHQ 72 4916 or Javelin 68 2600. Transport is available only for patients; if you require transport as a visitor, please contact your Unit Welfare Office.



3-5 Yrs Mon-Fri 1200-1700 hrs

Crèche

0-3 Yrs Mon-Fri 0915-1200 hrs (Term time Only)

Wildenrath Playgroup. For timings and details please contact the Supervisor on Civ: 02432 81018.

Careers Advice

The Careers Centre is located in Windsor School, Rheindahlen, and is staffed by a fully qualified Careers Adviser and a Careers Support Officer.

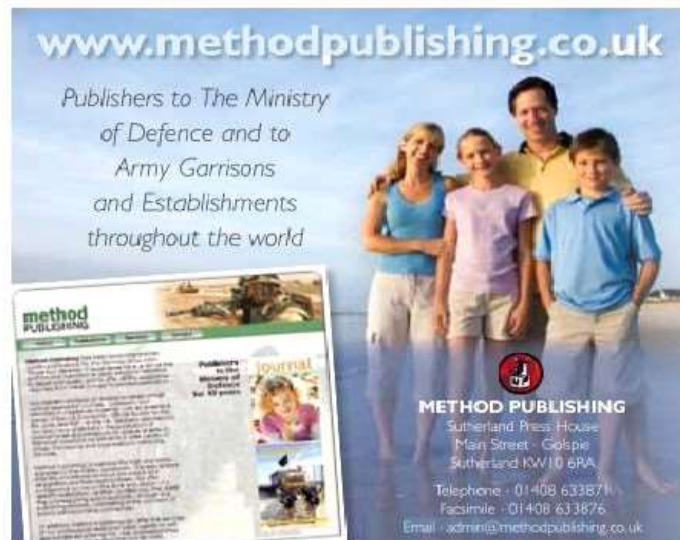
Careers information, advice and guidance is available to all dependants up to the age of 25. Anyone wishing to make an appointment should contact JHQ 2585 or 2838 (Civil 02161 472 2585 or 472 2838). The Careers Centre is open from 0830-1630 on weekdays, including school holidays.

Visits of School Children from Boarding Schools in UK

Parents are advised to acquaint themselves with the regulations contained in JSP 356 Chap 7. Further assistance and necessary forms can be obtained from your RAO.

Adult Education

Details are published regularly in 43 AEC Newsletters on Station Routine Orders and in the Rheindahlen and Elmpt Bulletin.



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Medical and Health Services

Medical Care

Medical care is provided for all military personnel; UK based personnel and registered dependants who are based at JHQ, and Javelin Medical Centres.

Registration

All Civilian Personnel should register with the practice as soon as possible (for serving personnel registration is done automatically). We will wish to request your medical records from your previous doctor. These frequently take some time to arrive, so the earlier this can be done, the better. By registering at the Medical Centre you are asking us to request and hold your medical records i.e. your previous GP will no longer be responsible for your care.

If you are on long-term treatment or are under hospital care (in UK or Germany), please make an appointment as soon as possible with one of the doctors to ensure that the appropriate follow-up or treatment is arranged.

Please note: Civilians may register at either JHQ or Javelin Barracks Medical Centres, but for continuity you should use the same Medical Centre for all routine treatment. The medical centres are closed to routine business from 20.00 until 08.00 on week days and at weekends. In order to access medical assistance during these hours you must ring your medical centre on the number below. Your call will be taken by a BFGHS Out of Hours nurse who will triage your problem. The result of this telephone consultation will be to ring an ambulance, to arrange a GP appointment routinely or for the next morning, to suggest means of self help, or to arrange for a GP to telephone you.

In the event of an emergency you should ring 112. **We do not offer an emergency service.** By ringing 112 you can have an ambulance at your location usually inside 10 minutes.

How to See your Doctor

Appointments may be made preferably by telephoning JHQ Military 2969/MG civil (02161) 472 2969 or Javelin Barracks Military 2600/Elmpt civil (02163) 97 2600, or booking in person.

Normally patients will be seen within 3 days if an appointment with a named Doctor is required. If the problem is urgent and no routine appointments are free, a Nurse is available to assess your condition, by telephone, provide treatment or refer to the Duty Doctor if necessary. Midwives are on call 24 hrs, contactable by the Duty Nurse. It is in the interests of all patients to be seen in the Medical Centre whenever possible so that necessary examinations and investigations can be done and where dispensary facilities are available. If you feel that a home visit is appropriate, rather than coming to the Medical Centre, please ring the Duty Nurse.

Your Typical Medical Centre Week

Please note that clinics may be delayed when an urgent situation is being dealt with.

Appointments

Monday – Friday (JHQ 2969 / Javelin 2600) 0830-1230 hrs and 1400-1630 hrs

Please note that the Medical Centres are closed for staff training on Tuesdays between 1330 & 1530 hrs. In case of urgent need, please ring the bell at the Pharmacy entrance, at JHQ, or the main door at Javelin.



d. There is a hazardous waste compound in Javelin Barracks. Items are to be taken to the Waste Compound during normal working hours and the QM staff will dispose of hazardous waste in the correct manner.

HELP US TO HELP YOU!

If you have any questions regarding SHEF matters please contact SHEFA on Ext 3213.



Adult /Children's Education / Youth Activities

Education

Service Children's Education

Schools are administered by Service Children's Education. SCE is a Defence Agency whose headquarters are located at Wegberg BFPO 40.

Schools

Primary

Brüggen School – Javelin Barracks

Headteacher: Tel: Mil: 2681 Civ: 02163-972681

Reception: Ext: 2681

3-4 Yrs Mon-Fri 0845-1145 hrs & 1215-1515 hrs
 4-11 Yrs Mon-Thur 0845-1515 hrs Fri 0845-1430 hrs
 EDC (Extended Day Care) 3-4 Yrs Mon to Thurs 1145-1510 hrs

E-mail: sce.bruggen@scschools.com

Website: www.bruggenschool.com

Andrew Humphrey School – Wildenrath

Headteacher: Tel: 02432-8520

3-4 Yrs Mon-Fri 0855-1155 hrs

4-11 Yrs Mon-Thur 0845-1515 hrs Fri 0845-1430 hrs

Secondary

Windsor School – Snyders Road, RMC (72 2412) Civil; 02161 472 2412. Pupils from: RMC, Elmpt, Mönchengladbach, Düsseldorf, Viersen, Waldniel, Wegberg and Wildenrath. Transport is provided for Windsor School. Please register your child(ren) with the Elmpt Station School Bus

Supervisor on Mil: 68 2624 or Civ 02163 97 2624.

School hours: Mon-Fri 0830-1530 hrs

Email: windsor3@bignet.de

Website: www.scwindsorschool.com

Crèche & Day Care

Noah's Ark Day Care Nursery. This facility is located at Bldg 88 in Javelin Barracks. It offers full day care and a Crèche facility, availability is limited to the number of places. The Manager can be contacted on Tel: Mil: 2430 Civ: 02163-972430. They offer:

Full Day Care

6wks-4 Yrs Mon-Fri 0730-1730 hrs



Standard Emergency Phrases used by Emergency Services

German	English
Wo ist das Feuer, Unfall, Notfall	Where is the Fire, Accident, emergency (i.e. building number or MQ address)
Wie viele Personen sind verletzt	How many people are injured
Was ist passiert	What happened
Wie heissen Sie	What is your name
Von wo aus rufen Sie an	What telephone number are you calling from
Bitte Warten	Please wait. (More info may be required but they now have enough info to send help)

This is the basic information that the emergency services will require. They will now have enough detail to send help, but may still require more information.

General information

All accidents, environmental pollution (e.g. oil spills) and fires within Javelin Bks are to be reported to the Guardroom. Spill sorb to restrict the spread of pollution is available at the main gate and guardroom for minor spillages.

The Training area and all Training Wing facilities are strictly Out of Bounds, unless authorised.

Smoking is prohibited in the woodlands, poaching is strictly forbidden, dogs are to be kept on the leash.

The speed limit within Javelin Barracks is 50 km in open areas and 30 km in built up areas.

Signs and notices are to be adhered to, i.e. no smoking in prohibited areas.

Waste is to be disposed of in separate containers which are available in the waste compound and at selected points throughout Javelin Barracks. A Hazardous Waste compound is also available within Javelin Barracks.

Environmental Information

Every individual should actively seek to reduce their negative impact on the environment to the lowest practicable minimum, whilst maintaining operational effectiveness. To encourage environmental awareness and individual responsibility, the following information is given and is displayed on notice boards:

Individuals should be aware that they can be held personally responsible for any pollution that they have caused.

Good Practise

- a. Order and use environmentally friendly products and recycle where possible.
- b. Conserve energy wherever possible i.e. ensuring lights are switched off, heating turned down after work etc.
- c. Be aware that the soil is very sandy and the water table is very high in Germany, particularly in this region. This makes the ground water more vulnerable to even the smallest spillage of a contaminant and can cause rapid and far reaching pollution to the ground water table.
- d. Be aware of what you are putting down drains. Cooking fat should not be put down sinks or drains and medicines should not be flushed down the toilets.

Vehicles

- a. Servicing is only to be carried out in Workshops and Servicing Bays.
- b. Spillages are to be absorbed with the aid of Spillsorb or absorbent pads and disposed of in the correct manner.
- c. All waste products are to be disposed of in the correct disposal bin for removal by contractor.
- d. No vessel that contains or has contained hazardous substances, that may fill with rainwater is to be left outside. This includes drip trays.
- e. Any fuel and oil leaks from vehicles are to be reported in the usual manner in order that repairs may be completed immediately. Action from the spill plan is to be implemented if contamination has been caused because of leakages.
- f. Vehicles should be driven smoothly using the highest possible gear in order to reduce exhaust emissions.
- g. Vehicles should be switched off in long queues of traffic or when stationary outside buildings.
- h. It is an offence to wash vehicles, if anything other than clear water is used, in any area other than a designated vehicle washdown point.

a. Minor fuel spillages.

Minor spillages should be absorbed through spill sorb or pollution packs, and the Spill Plan is to be put into operation. A Spill Report must be completed.

- b. Major fuel spillages: If practical one attempt should be made to contain a major fuel spillage with spillsorb and/or pollution packs. If the containment is impossible or unsuccessful the Guardroom is to be contacted on Elmpt Mil Ext 2.535 and DFS on 4444, all unnecessary personnel are to be kept away and the Spill plan should be put into operation. **A Spill Report must be completed.**

All batteries apart from vehicle batteries can be returned to the Expense Store for disposal.

Waste Disposal.

- a. All waste disposal containers are to be kept closed when not in use.
- b. No waste is to be dumped next to containers.
- c. No environmentally sensitive material is to be disposed of in normal waste disposal bins.





Safety Health Environment and Fire Instructions

Emergency telephone numbers:

- a. In the event of an emergency on Javelin Barracks, the Defence Fire and Rescue Service (DFRS) are to be called out using the following telephone numbers:

From mil phone on Javelin Bks	4444.
From civilian phone on Javelin Bks (including MQs)	97 4444
From mobile phone	02163 97 4444

- b. If an accident or environmental incident occurs which is not an emergency but may require an ambulance or other services, the DFRS are to be called to the scene by dialing **4444 (as above)**.
- c. Personnel may still call 112 as the emergency number if they wish but they must also phone **4444 (as above)**.
- d. The reason for using **4444** as the emergency number is that the DFRS are on site and are manned 24 hours a day, thus response times are minimal and immediate first aid treatment can be given promptly. If any other services (emergency or otherwise) are required the DFRS will phone them, which saves phone-calls being routed through Mönchengladbach and re-routed through Viersen. Furthermore the DFRS will also have a vehicle at the main gate to escort services that are responding to the incident. Immediate information will be available on whether there will be a delay in sending an ambulance and if this could be life threatening the medical center are to be requested to send a Doctor.
- e. There will always be an English speaking operator on **4444**, however his English may not be very fluent, therefore information is to be given slowly and clearly. The five standard emergency phrases in English and German are attached to aid this passage of information.
- f. As Wildenrath is located outside the DFRS region they are prohibited from responding to emergencies there. For those that live in Wildenrath the emergency number is 112 and the aforementioned phrase cards may help improve communication for non-German speakers. Alternative emergency numbers are; JHQ Medical Centre on 02161 472 2969 or 2563, Javelin Barracks Medical Centre between 0800-1700 hrs on 02163 97 2600.
- g. The Medical Centre will inform the DFRS of all emergency calls to the German ambulance service so they will be available to escort emergency vehicles to the site and will be able to give emergency first aid treatment until the ambulance arrives if required.



schedule of repairs required to the building and its fittings, copies will be given to the incoming occupant as a personal record. It should be noted that the majority of faults will have already been placed into the system from the previous hand-over. Should further faults be discovered within 14 days after occupation they should be reported to the HEM for investigation. **(Please note that cellars of many of the SFAs are damp, and the storage of personal effects in these areas is at the occupant's own risk. The MOD will not accept liability for damaged personal possessions stored there).** All deficiencies and the exchange of unserviceable accommodation stores will be completed as soon as possible after the take over.

Handback SFAs

On receipt of a Posting Order the individual concerned is required to advise the Unit Welfare Office and the HCISO of the date on which it is proposed to vacate his/her SFA. The LTA date of the posting will be accepted until a firm date can be arranged. Where possible at least eight weeks notice must be provided, a pre hand-over inspection will then be arranged at the six-week stage. This information and inspection is required, as it is the deciding factor in the arrangements for the re-allocation of the SFA.

To facilitate the hand-over of accommodation, the following procedure should be adopted:

- a. Contents should be cleaned before being laid out for checking.
- b. All furniture should be in the room in which it normally stands.
- c. All keys should be in the locks of the doors, cupboards and drawers to which they belong. Keys to front, rear, patio and garage doors are to be labelled.

In addition the following action should be taken:

- a. Check all SFA fittings for serviceability and notify those needing repair. The garden and fenced area should be in a tidy condition, paths and beds clear from weeds, hedges trimmed to a maximum height of two metres and the lawn mown.

Cleaning of SFAs

The onus is on the out-going occupant to leave accommodation clean and tidy. **There is now an option for outgoing families in BFG to have SFAs cleaned professionally by a MOD contractor after a limited hand-over. The current rates and bookings may be obtained from the HEM at the pre move out advisory visit.**

Garages

Application for Garages – If you would like a garage and one is not part of your SFA, you should approach the Inventory Clerk Elmpt Mil 25411 who is located in the Housing & Community Support Staff office during your take-over who will then process your application

Waiting Lists – Waiting Lists for all public garages are maintained by the Inventory Clerk in the respective housing locations.

Charges – Charges commence on the date that garage keys are collected from the HCISO Dept. Keys for garages are to be handed back to the HEMs (on hand-over of accommodation), on departure from Elmpt Station.

Repairs – Repairs required to public garages are to be passed to the Babcock helpline on German freephone 0800 888 4242

Defence Accommodation Stores

Situated in Building 200 in Javelin Bks the stores supply furniture, carpets, curtains and many consumable items to SFAs within Elmpt Station. The first point of contact before visiting the Stores is the HEMs office as they hold a limited number of small items for issue. The store also provides a service for the issue and exchange of consumable items such as shower curtains etc. There is also a laundry facility for service supplied curtains and loose upholstery covers which when authorised (by a HEM) can be cleaned at public expense. Curtains authorised for cleaning should be handed in five weeks prior to hand-over.

Get-U-in/Out Packs

It is possible to borrow certain items of Defence Accommodation stores (DAS) including cooking equipment, cutlery, crockery and bed linen, for use while your furniture is in transit. The loan period is normally 6 weeks for incoming occupants and 4 weeks for outgoing occupants. For incoming occupants please ensure that your application for SFA is clearly annotated and for outgoing occupants please consult your HEM if you would like to use this service.

It should be noted that refrigerators and vacuum cleaners are no longer provided to SFAs in BFG.

Work Services and Occupants Responsibilities

Help Desk

The Defence Infrastructure Organisation (DIO) have appointed Babcock Support Services GmbH to deliver direct maintenance of the British Forces Estate in Germany. There are several ways in which you can report a fault, you can either:

- Call the Babcock Technical Service Centre on German freephone 0800 888 4242
- Via the web portal <http://bssghelp.babcock.co.uk>
- Via web chat, an interactive instant messaging service that will let you interact with an agent. This can be found at <http://bssghelp.babcock.co.uk>
- Via email at bssghelp@babcock.co.uk
- Via fax: 05254 0 9573499

Occupants are to ensure that access is provided to tradesmen when requested.

Emergency Call Out Procedure

Emergency call out is normally necessary for burst pipes, serious electrical faults, severe storm damage and lack of heating during very cold weather. Occupants must call the Babcock helpdesk on the freephone number above as soon as possible.



Don't forget
to check your
batteries
regularly.



**A smoke alarm
with dead batteries
is not a smoke alarm.**



Housing & Accommodation Services

Administration of Service Families Accommodation (SFA)

The Housing & Community Support Office (HCSO) of HQ Elmpt Station administers approximately 894 federal quarters located in Javelin Barracks and Wildenrath for all families posted to or from Elmpt Station. The turnover of accommodation, with all the attendant problems, represents a sizeable task, prompts many questions and causes a great deal of correspondence. Allocations of accommodation are confirmed and agreed by the HCSO Committee, which meets monthly. Following the meetings the minutes and waiting lists are published, with copies being held by Unit Welfare Offices. Anyone who considers that the committee has not fairly and properly handled his/her case may appeal through his/her chain of command.

Housing and Community Support Staff

Responsibility

Senior Housing & Estate Manager (SHEM)
Housing Administrator
Housing Clerk
Admin/Assistant Housing/Clerk
Inventory Clerk
Fuel & Light (X/Y) Clerk
Dog Registration Clerk
Station DAS Stores
FAX

Tel

(Civ 02163 97+ ext)

Elmpt Mil 2729

Elmpt Mil 2514

Elmpt Mil 2530

Elmpt Mil 2613

Elmpt Mil 2541

Elmpt Mil 3145

Elmpt Mil 3168

Elmpt Mil 2748/2283

Elmpt Mil 2577

Housing & Estate Managers (HEMs)

Javelin Bks Elmpt

Elmpt Mil 2496

Wildenrath

02432 81547/893330

Admin/Estates Clerk

02432 81547

Inventory Clerk

02432 80605

Duty Housing Estate Manager (via Guard Room) **Elmpt Mil 2535**
(02163 972535)

Take-Over of SFAs

Once an SFA is allocated, the intended occupant will be informed of the date and time of the hand-over in writing, when he/she will be expected to personally check, sign and become responsible for it. Any problems over the date or time notified should be discussed as soon as possible with the UWO of their new unit.

A HEM will check all accommodation stores, constructional fittings and condition of decoration, in addition to the cleanliness of the SFA and the state of the garden. He will read electric meters and where necessary take oil readings. It will be in the interests of the incoming occupant to check all items at the same time. On completion of the check a list of deficiencies and damages found will be prepared, as will a



TV and Radio

British Forces Television Service is a daily service supplying 6 channels of UK programming, free of charge, via satellite direct to home:



BFBS 1 – Family channel showing all the popular programmes from UK TV including the soaps, news and sport as well as daytime TV and children's programmes.

BFBS 2 – 6 hours of adult programming in the evening. Originally designed for Operational areas only.

Hits Channel – Non stop music videos showcasing current Contemporary Hit music

Sky News – Live satellite feed of the 24 News channel from Sky UK

Sky Sports 1 – Live satellite feed of the Sports channel from Sky UK

Sky Sports 2 – Live satellite feed of the Sports channel from Sky UK

BFBS TV also has its home grown programme 'BFBS Reports' 3 times a week with stories about the British Forces activities worldwide – including BFG. TV reporters and cameramen are based in JHQ Herford and Bergen –Hohne.

Your Estate Manager or QM will assist you in obtaining your set top box and access card. All other fittings will already be in your quarter/hiring.

Programme listings can be found through the BFBS.com website, the Forces weekly newspaper Sixth Sense or Forces teletext.

British Forces Radio Service (BFBS) is the Forces station broadcasting 2 channels 24 hours a day around Germany...and also on Sky channel 0211 so if you have a Sky dish you can hear BFBS radio wherever you are in the world.



BFBS Radio 1 – Similar in style to BBC Radio 1 in the UK – a 24 hour a day pop channel with live and local programming from 0600-1900 hrs throughout the week containing the best of Contemporary Hit Radio presentation and Top 75 music.

BFBS Radio in Germany also broadcasts live to the operational areas (1000-1200 hrs daily) with a dedicated programme (Access All Areas) every Sunday (1000-1300 hrs) to troops on operations, carrying messages and dedications to loved ones.

Inter activity is encouraged with many on air competitions for the audience to get involved in as well as local information and local news for the Forces community in Germany.

BFBS keep you up to date with National and International news too with UK news bulletins every hour.

For Germany BFBS has 3 news updates in 'BFG Reports' across the day (0900-1230-1600) containing reports, features and events concerning BFG listeners.

Reporters are in regional studios in JHQ, Osnabruck, Gutersloh, Hohne and Paderborn Garrisons. We now have a brand new studio at The Round House in Hohne Garrison where the morning Show is broadcast live, from 1000-1300 hrs.

BFBS Radio 2 – For the more discerning listener. This channel broadcasts live programming from BFBS UK including the TODAY and PM programmes from BBC Radio 4, Radio 5Live in the evening and BFBS Forces programmes throughout the day in the style of BBC Radio 2. Easy listening music, chat, competitions and information aplenty. Forces related issues are covered in depth and when appropriate BFBS Radio 2 presenters come over to BFG and broadcast live from the local Garrisons. The Glen Mansell Show is now broadcast locally from the BFBS JHQ studios.

Other BFBS radio channels including the Nepali Service can be received through your BFBS DTH TV.

Welcome to

Elmpt Area



1: Housing and Accommodation Services



2: Adult/Children's Education/Youth Activities



3: Medical and Health Services



4: Station Facilities



5: Living in Germany and Elmpt Area



6: Security and Crime Prevention



7: Useful Information

Markets in the Local Area

Rheindahlen:	Fri 1300-1800 hrs
Rheydt:	Wed and Sat 0700-1300 hrs.
Mönchengladbach:	Tue, Thu and Sat 0700-1300 hrs (Alte Markt); Mon, Wed and Fri 0700-1300 hrs
(Behind Hauptbahnhofckener Strasse).	
Wegberg:	Fri morning
Waldniel:	Tue and Fri mornings
Viersen:	Fri and Sat mornings
Erkelenz:	Fri morning
Wickwrath:	Thu 0700-1300 hrs
Venlo (Holland):	Sat 0900-1200 hrs
Roermond (Holland):	Sat 0900-1230 hrs

Supplementary Information – Mönchengladbach and Viersen

This supplement should be read in conjunction with the information in the main sections of the Guide. Mönchengladbach and Viersen accommodation areas are situated some 10 and 15 minutes from JHQ. The areas are also in different German local authority areas that have different procedures for local services.

Fitness Centre/Sauna

There is a Fitness Centre and Sauna situated in Building 203 Ayrshire Barracks. Opening Hours by arrangement. Telephone: MG Mil 88 2325 or MG Civil 597325

1st Nord Park Scout Group

The 1st Nord Park Scout Group located in Building 206 Ayrshire Barracks hold meetings as follows:
Please contact either the Cub Leader, Mr Tam Pearce on 02154 2647. Alternatively contact the Chairman on 02161 897974 for additional information.

Housing Information and Services

Housing Estate Managers (MG 1)

Located in 30/1 Hugo Eckner Str Ayrshire Estate 02161 (Hugo Eckner Str and Lillienthal Str).

Housing Estate Manager (MG 2)

Located in 8 Danziger Str, MG Estate 02161 4672990 or Fax 02161 4672991

Conversation and Refuse Collection – Mönchengladbach

Stadt Mönchengladbach empties dustbins in Mönchengladbach; they will not remove rubbish placed near or alongside bins. Dustbins should be placed on pavements on the day of collection. Bottles and wastepaper banks are located at frequent intervals throughout the town and should be used. Such items must not be placed in the normal refuse bins, as they are recyclable.

Bulk Refuse (all household objects which do not fit into your dustbin not including waste paper and glass) is collected by Stadt Mönchengladbach following a telephone request to the following number: **02161 491049. The receptionist only speaks German.** Calls may be made Mon-Fri from 0730-1600 hrs. When making the request you will be informed of the date of collection. Bulk Refuse should then be placed by the roadside on the collection day. Make sure you request well ahead as collections are normally only made about once a month or contact Sports And

Estates, HQ RSU on Ext JHQ Mil 2097 or 3255 to arrange an appointment.

Waste paper is collected every fortnight on Wednesdays. Place the waste paper by the roadside on the day of collection. Among waste paper rank; Newspaper, cardboard boxes, corrugated board, document paper, packing material, books and copybooks.

Plastic containers, polystyrene, milk cartons, aluminium foil, tins and screw tops etc are collected on alternate Wednesdays to waste paper day in the clear plastic bags provided by the Stadt.

Dates of collection are issued to all occupants annually.

Disposal of Household and Garden Refuse in Viersen

Black Dustbin (Müll). The black dustbins in Viersen are the property of the Stadt. They are emptied weekly on Mondays (if the Monday is a German public holiday they will be emptied by the contractor (Trienekens) employed by Stadt Viersen on the date shown on the calendars issued to each household. Dustbins should be placed on the pavements on the day of collection. The refuse collectors will not remove any refuse placed near or alongside dustbins.

Yellow Bin or Yellow recycling Sack. The yellow container is for the disposal of the following, Metals: Tin cans, aluminium. Plastics: Plastic bags, wrapping foils, washing liquid bottles, margarine containers. Coated materials: Drink and Milk cartons.

Rubbish placed in the container should be clean and free from food residue.

Brown Bin. Decomposable waste/rubbish only.

Glass. Glass bottles and jars should be put into recycling containers in the vicinity of your quarter, eg. Near Viersen main rail station. The glass should be free of its contents, tops removed and rinsed out before being put into the containers. Recycling points are situated within the NAAFI car parks within JHQ.

Bulk Refuse (Sperrmüll). Bulk refuse consists of large items, which cannot be disposed of by breaking, tearing or flattening down and putting into dustbins.

Requests for the collection of bulk rubbish should be telephoned through to the Stadt Refuse Office in Viersen on (02162) 376400. The registration must be received by the Refuse Office 3 working days before the day of collection. Bulk refuse is collected as indicated on the Stadt Environmental Calendar or contact Sports and Estates, HQ RSU on Ext JHQ Mil 2097 or 3255 to arrange an appointment.

Special Refuse (Sondermüll). Special refuse such as medicines, paints, varnish, batteries, household cleaners, solvents etc should not be put in the dustbin. A special container (Schadstoffsammler) for the removal of special refuse can be obtained from the following address: Trienekens Entsorgung, Greefsallee 1-5, Viersen. Special refuse is collected monthly as indicated on the Stadt Environmental Calendar after notifying the Stadt.

Used Oil (Alt Oil). Used oil can be disposed of by taking it to either Stadt tip (Kreisdeponie), Viersen 12, Hindenbergstrasse or Trienekens, Viersen 1, Greefsallee 1-5. There is a disposal fee of DM 1 per litre.

Garden Compost. Occupants may compost garden rubbish and use it on their gardens when it has rotted. However, it should be noted that compost heaps are not acceptable on handover. Occupants who want to dispose of bulk/garden refuse the address and opening times are as follows: Kreisdeponie Viersen 12, (Suchteln) Hindenburgstrasse. Open Mon-Fri 0700-1700 hrs and Sat 0700-1300 hrs.

In all cases, if in doubt contact your Housing Estate Manager or contact Sports and Estates, HQ RSU on Ext JHQ Mil 2097 or 3255 to arrange an appointment.



has all the main designer shops along the Königsallee, boutiques in the Altstadt, big stores and shopping arcades. The Altstadt and the Rhine promenade has atmospheric Boulevard cafés and traditional beer cellars. The city boasts an Opera House, Variety Theatre, concert venues, the Rheinturm (tower), Museums, Aqua zoo and riverboat trips and much more. Düsseldorf Tourist office Tel: 021 1 172020

AACHEN (69 km). Visit the Cathedral, with its Carolingian-Gothic masonry started in 800AD, and the Treasury. Worth a visit too is the 14th Century Rathaus with the nearby "Elizabeth Fountain" and the pump room. Periodic city festivals include the European Crafts Market (Sept) and Christmas markets.

KÖLN 75 km. Köln is a modern, largely rebuilt city with a wonderful 13th century Dam (Cathedral), with magnificent stained glass windows. It has a good shopping centre and boat trips are available along the Rhine. Top attractions are the **Chocolate Museum, Olympic Museum** and the **Zoo**. Cologne is easily accessible by train. The city boasts a new musical theatre, a concert arena and an opera. Cologne Tourist Office 022 1 22 1 30400

For something a bit different try visiting Kasteeltuinen (42 kms) castle gardens at Arden, in Holland. A similar attraction, Mondo Verdi (9.5km) is on the Dutch border at Laandgraf. It boasts gardens and buildings from all around the world.

Days Out with Children in Mind

Indoor Parks

Close by are Kids Planet and Jungle Town with other play areas slightly further afield.

Bruggen Tierpark

13km: A small animal park with an adventure playground and rides for children up to about 12. On B22 1 between Brüngen village and Brüngen-Bracht. Summers season only.

Kitskenberg Park

28 km: Better known as Mushroom park. A park with picnic areas, sandpits, animals, adventure playground and paddling pool suitable for the under 8's. Situated on the southern outskirts of Roermond. Summer season only.

Kleinzwitserland

32 km: Huge adventure playground for children up to the age of about 13 yrs. Paddling pool, small circus in the summer months, café, pancake house, mini golf. Situated at Tegelen, SW of Venlo. Summer season only.

Taurus Laserquest

32 km: Huge warehouse type building with lasers and appropriate scenery more suited to older children as the whole laser experience is in the dark! Cosmic Bowling, bar, restaurants and much more. Situated just north of Venlo. Open all year.

Zoos

Nearby zoos include the superb Burger's Zoo in Arnhem, and Zoos at Krefeld, Cologne, Duisburg and Wuppertal. There are animal parks at Brüngen and Mönchengladbach.

Theme Parks

Theme parks with in easy reach include Phantasialand, (72kms) Movie Park (81kms), De Efteling (133 kms), Bobbejaanland (133 kms) and Toverland (42 kms). Leaflets from The HIVE.

Indoor Ski Centres

There are two centres within easy reach, Jever at Neuss and Snowworld Laandgraf in Holland.

Go Karting

There are several karting venues in the area including Kartarena in Mönchengladbach, Eurokarting in Swalmen and the Michael Schumacher Karting Centre just outside Cologne. This is only a selection of places to visit in our area. Ask at the HIVE for more information.

Holland

Amsterdam

More suited for a weekend visit, best seen by boat on one of the many canals circling the heart of the city. Recommended sights: Queen's Palace, the Old Mint Tower, diamond factories and Portuguese synagogue; north of the city, Volendam, Edam and Marken give a glimpse of the 'Old Holland' – quaint villages with traditional dykes and decorated wooden houses; the locals wear native costume too.

Arnhem (1944)

5 km west of Arnhem at Doorwerth Castle Oosterbeek (road signed). The museum is north of the town (Openlucht Museum). Holland's largest nature reserve is the National Park de Hoge Veluwe. Situated in the park is the Kroller-Muller Museum with a Van Gogh collection. In Gulpen there is a trout hatchery with a children's playground. This can be combined with a run out to Drieland Punt at Vaals. Here there is a large open space suitable for picnics and games for the children. There are also a couple of towers, which can be climbed; these give a view of Holland, Belgium and Germany. (Gulpen is situated between Maastricht and Aachen – 221 to Geilenkirchen, follow signs to Heerlen – Valkenburg to Gulpen).

Berg en Dal

Near Nijmegen; an African village museum (221 to Geldern – Route 9 to Weeze-Kranenberg, continue to Nijmegen until the turn off for Berg en Dal).

De Efteling

Large recreational and amusement park. Water organ, steam carousel and enchanted forest where all the fairy tales are illustrated with animated models. Boating and canoeing plus large picnic lawns. (Situated near Kaatsheuvel, 221 to Venlo- E3 to Eindhoven/Tilburg, follow signs Loop-Op-Zand and Kaatsheuvel until you see the signs for De Efteling).

Keukenhof

This is about 3½ hours drive away and a visitor may prefer to include it in a weekend trip to Amsterdam. However, it is possible to make a day trip. Keukenhof is the national display garden of the Dutch bulb industry. It takes approximately 3-6 hours to see all the displays. The best time to go is at the end of April/beginning of May.

Maastricht

Oldest fortified town in Holland founded in Roman days, with many medieval ramparts and gates, French bastions and well-preserved town centre. Maastricht is a lovely centre and there are boat trips, which go to the nearby caves.

Overloon

War museum set out in wooded area, which was the sight of a major battle in World War 2. Collection of tanks, guns and army vehicles. A central museum houses exhibits, photographs and propaganda material. Plenty of wooded areas adjacent to the museum suitable for picnic. There are also restaurants inside the museum (221 to Venlo – follow signs for Horst through Venray and Overloon).



Cycling	Fencing	Football	Youth Football
Golf	Gliding	Hockey	Karate
Mountaineering	Netball	Orienteering	Rugby League
Youth Rugby	Rugby Union	Sailing (Dinghy)	Sailing (Offshore)
Shooting	Skiing (Nordic/Touring)	Skiing (Alpine)	Squash
Sub Aqua	Swimming	Tennis	Tenpin Bowling
Triathlon	Volleyball	Water Skiing	

German Sports Facilities

Within the area of Mönchengladbach there are countless opportunities for all types of sporting activities. The Mönchengladbach area is very well endowed with pools, for all year round use. Also within striking distance are three 1st Division football teams of Mönchengladbach, Düsseldorf and Krefeld. Information on German sporting facilities, swimming pools and clubs can be obtained from the HIVE JHQ.

Leisure Facilities

Please contact the HIVE on JHQ Mil 2519 or MG Civil (02161) 472 2519, or look in the monthly Bulletin, for details on other clubs and interests such as the following:

Fitness	Fit Kids	Amateur Dramatics (CATS)
Anglo-German Club	BFG Single Parents Club	Bridge
British Legion	Buffalos	Ceramics
Choir – St Andrews Church	Choir – St Boniface Church	Choral Society
Clay Pigeon Shooting	Climbing Club	Compass Youth Club
Dance Classes	Traditional Highland Dance	Decorative and Fine Arts Soc.

Duke of Edinburgh's Award First Aid Courses

Guild of St Helena	Hashing	Ladies Fellowship
Motor Club	National Childbirth Trust	Rheindahlen Multinational Club
Riding	Riding for the Disabled	St John's Ambulance
Sailing – Inland	Sands	Scouts, Cubs, Beavers, Ventures
Slimming World	Taekwon Do	WRVS Club

Youth Club

Amateur Dramatics (CATS)

The Little Theatre, Grenville Road Tuesday 1930-2200 hrs

British Legion (Lion's Head)

(behind Rheindahlen Bowl) 10 Reading Way Friday 1600 hrs

Guides, Brownies and Rainbows

Contact the HIVE

Scouts, Cubs, Beavers, Ventures

Scout HQ, 22 York Drive

Beavers (6-8 yrs) Tue, Wed and Thu 1800-1915 hrs

Cubs (8-10 yrs) Tue 1830-2000 hrs

Scouts (10-15 yrs) Contact JHQ Mil 2805, (02161) 472805

Ventures (15-20 yrs) Contact JHQ Mil 2805, (02161) 472805

The Globe Cinema

MG 559518 Mil 2146

Tue, Thu, Fri, Sat – Doors open 1830 hrs – show commences 1900 hrs

Sun Matinee – Doors open 1500 hrs – show commences 1530 hrs

Sunday evening – Doors open 1830 hrs – show commences 1900 hrs
Wednesday evening (when applicable) Doors open 1900 hrs – show commences 1930 hrs All seats 4 euros.
For conference bookings please contact Rheindahlen Rooms x 4187.

See Sixth Sense or Rheindahlen Bulletin for monthly programme or collect a programme from the letter box outside the cinema.

Things to Do and See

The HIVE is situated opposite the BP station. www.hive-bfg.co.uk Rheindahlen@hive-bfg.co.uk.

Eating Out

There is a wide range of restaurants locally offering German and International cuisine. HIVE has a comprehensive Eating Out Guide, which includes all the popular local venues.

Days Out

HARIKSEE 10km: Lakes just north of Niederkruchten with boating, fishing, mini golf, good walks, restaurants and ice cream parlours.

The EIFEL. The Eifel is the hilly area west of the Rhine and south east of Aachen with wooded hills, valleys and lakes. **Monschau** (96km) set in the Rur gorge, is a picturesque town with a castle and crooked old half-timbered buildings. It is a tourist's dream but crowded at weekends **Bad Münstereifel** (100km) is another ancient walled town and nearby are Kommern Open Air Museum. Also in the area is Burg Satzvey, which hosts medieval markets and jousting tournaments. The famous Nurburgring is host to Grand Prix racing. **AHR VALLEY** 104 kms Situated just over halfway between here and the Moselle, the Ahr is a narrow tributary of the Rhine where Germany's only red wines are produced. It is a pleasant walk, cycle or drive along the winding steep-sided river valley. Best spots are **Altenahr**, (103 km) and **Ahrweiler**, a very pretty walled town. Nearby is the volcanic Crater Lake, Maria Lach with its abbey.

MOSELLE VALEY. The Moselle River, a winding steep sided tributary of the Rhine, is an important white wine growing area. Spectacular scenery, pretty traditional villages, wine tasting, vineyard walks and riverboat trips are all on offer. Popular visitor destinations include **Cochem**, (163 kms) **Beilstein**, (171 kms) and **Bernkastel Kues**, (220 kms). Many riverside towns (including Cochem) boast castles, some restored and some merely ruins. Burg Eltz is a most attractive traditional fairytale castle, in a valley set back from the river. **Trier** at the western end of the river gorge is an ancient Roman town.

RHINE VALEY. The river Rhine flows through our area, passing through Düsseldorf and Cologne but the particularly attractive and most visited part of the river valley is south of Koblenz. Here the wine-growing valley is embellished with ancient castles, vineyards and historical legends. Towns worth visiting include **Zons**, **Bonn**, **Linz**, **Koblenz**, **Boppard** and **St Goarhausen**, Boat trips are available from Cologne and Düsseldorf. An annual attraction in the area is the Rhine In Flames which include spectacular firework displays and riverside illuminations. These take place from May to September at various locations along the Rhine. Dates and information from the HIVE.

DÜSSELDORF. Düsseldorf (41 kms) is a bustling city renown for excellent shopping. It



Insurance for BFG Vehicles

Vehicles owned by BFG personnel cannot be BFG registered or driven unless it is correctly insured against third party liability. Proof of insurance must be produced when registering the vehicle with the BFG VLO. An international insurance certificate (Green Card) will be required if you are insured with a UK company. If you are insured with a German company you will require the insurance, proof of payment and the White Card before you can BFG register the vehicle. You should note that only certain UK insurance companies are authorised to insure BFG registered vehicles and you BFG Registration Office will advise. See also Annex C, Section 4, SOBF(G) 32 13.

Roadworthiness Inspection

All vehicles, including caravans and trailers, are required to have a BFG roadworthiness inspection, which must be carried out within the 45 day grace period prior to BFG registration. Inspections will only be carried out by prior appointment and bookings can be made by telephoning Elmpt 6B 2300 or Civil (02163) 972 300. The inspection is based on the UK MOT.

Lighting Test

All vehicles (except LHD that have not been purchased or registered in the UK), including caravans and trailers, are required to have a lighting test completed within 45 days of initial BFG registration. The exception to the rule is if your vehicle is a new vehicle purchased with an allocation certificate however, contact your local BFG office for further information. (Note) your vehicle needs headlights and fog lights designed for permanent use within Germany).

BFG Licensing Scheme Matrix Test and BFG Driving Permit (BFG Form 57)

Before you can BFG register your vehicle you must be in possession of a valid national driving licence and a BFG Form 57. Before you can be issued with a BFG Form 57 you must sit and pass the European Matrix Test (Tick Test). The test consists of 40 questions designed to test your knowledge of road and traffic laws. To pass the test you must read the publication 'Manual for Drivers in Germany, Belgium and Holland' which is available from the HIVE or the GTO on Snyders Rd. The Tick Test is conducted through the GTO on Tuesday and Thursday only. Opening times as follows: 0830-1200 hrs and 1330-1600 hrs. The RSU Community Welfare Centre located on Trenchard Road, undertake Tick Testing on Monday and Wednesday 1000-1200 hrs and 1300-1500 hrs. Once you have passed the Tick Test and, provided you are over 17 years of age (16 years for a mopeds and mopeds) and hold a full national driving licence valid for the vehicle to be driven you may apply for a BFG Form 57. BFG Form 57 is valid for 5 years and applications should be made on BFG Form 9A.

Items to be carried when driving a BFG Registered Vehicle

The following items should be carried in your BFG registered vehicle:

- ID Card.
- BFG Form 73 – BFG Registration Card.
- Proof of insurance.
- Warning Triangle
- First Aid Kit conforming to DIN 13164.
- In addition you are advised to carry €25 cash, 5 litre spare fuel can, fluorescent vest, torch and fire extinguisher.

BFG Helpline

If you have any queries on BFG vehicle registration you should consult your unit BFG Registration Officer or the BFG Helpline on JHQ Mil Ext 4100 or Civil (02161) 472 4100. If the Helpline is unmanned there is an Answer phone to record your message and German contact number.

Local Transport

There is a regular civilian bus service between the RMC and Mönchengladbach Hauptbahnhof (Main Railway Station) Route No 023 will take you direct from JHQ to Mönchengladbach and back. Children under 6 years travel free. Children aged 6 upward and less than 14 travel at reduced fares. Prams are also carried free. There is also a Service bus, which runs from all married qtrs both JHQ and Elmpt Station. Further information on bus services is available from the HIVE.

Leisure and Pleasure

Sports and Clubs

There are numerous sports facilities and clubs within the RMC which are available to all entitled personnel, including dependant children over 16 years old. The major activities are shown below:

RMC LEISURE CENTRE – 11 York Drive, JHQ Mil 4731, Civ (02161) 472 4731

Opening Hours:	Mon-Thurs	0700-2100 hrs
	Fri	0700-1900 hrs
	Sat & Sun	1000-1400 hrs

Extensive range of free weights and weight machines, and cardio vascular exercise machines to meet all training needs. Sauna, sun bed and satellite TV. Friendly staff will advise on training and use of equipment. New users are required to complete an induction process.

Swimming Pool

The swimming pool is open for public and non-public swimming sessions. Full details of opening times are published in the Rheindahlen Bulletin and are on display at the pool, situated on Queen's Avenue. The Sub-Aqua club also run from within the Rheindahlen pool.

Tennis

The tennis courts are situated in Queen's Avenue and are open for play from May – Sep, or longer if weather permits. Sessions may be booked on the court availability sheet displayed at the clubhouse.

Squash

The squash courts are situated in Grenville Road and sessions may be booked on the court availability sheets on display in the court gallery.

The following sports are also available in the RMC. Enquiries in the first instance may be made through Gymnasium Staff. (Tel: JHQ Mil 4101 (Civ MG 472 4101)) or the HIVE:

Aerobics	Athletics	Badminton	Basketball
Canoeing	Cricket	Cross Country	



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Useful Information

Private Vehicles – Important Rules and Regulations

Importation of Private Vehicles

Under the NATO Status of Forces Agreement (SOFA) and the Supplementary Agreement (SA) thereto, the GOC UKSC is authorised to grant facilities to entitled British Forces Germany (BFG) personnel for the operation of individually owned vehicles for private motoring only. These facilities comprise of:

- The registration of all types of vehicles both right and left hand drive.
- The issue of driving permits.
- The issue of prepayment fuel coupons.

The German Customs have given BFG personnel a tax-free concession on vehicles and we are permitted to import private vehicles free of import and value added tax provided the vehicles are for your own use only. This is not a right and can be taken away if it is abused. Your attention is drawn to Standing Orders British Army Forces (Germany) 32 13, Registration and Operation of BFG Registered Vehicles in Germany and BFG Form 74, which is a Notice Board Extract of the Standing Orders. You must read and comply with these regulations. If you have any queries you should contact your unit BFG Registration Officer who will advise you. You should be aware that the disposal of a duty-free vehicle before it has been BFG registered for 12 months will result in an administrative penalty being imposed on you.

BFG Registration and Licensing

All BFG personnel who own and have imported their private vehicles into BFG must register their vehicles with the BFG Vehicle Licensing Office (VLO) within forty five days of landing the vehicle in Germany. However, before you can register your vehicle with the BFG VLO you must sit and pass the European Matrix Test on European traffic law. You must also hold a national driving licence that is valid under German law. BFG personnel may not register their vehicles with the German Authority. The unit BFG Registration Officer with RSU or 101 Pro Coy RMP will advise on the correct procedure to be followed.

Entry into Germany

If you bring a private vehicle from the UK into Germany for BFG registration you must have the following documents in respect to the vehicle:

- UK vehicle registration document (V5C) or tax-free export certificate (VX302 pink logbook) or certificate of permanent export (V561).
- Appropriate number plates displayed on the vehicle.
- A road fund licence valid until the date of BFG registration.
- A valid insurance certificate that covers residence overseas and registration with another licensing authority.
- A valid national driving licence for the type of vehicle being registered.
- BFG Form 80 (Special Import Certificate). BFG Form 60 the application form for the BFG Form 80 is available from your unit BFG Registration Office.

(Note) Until your vehicle has been fully BFG'd it must comply fully, to the traffic laws of the country of origin).



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Official government fuel consumption figures in mpg (litres per 100km) for the Mercedes-Benz range: urban 13.0(21.7)-52.3(5.4), extra urban 22.4(12.6)-72.4(3.9), combined 17.8(15.9)-62.8(4.5). CO₂ emissions: 378-117 g/km.
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Key Security Measures on Keenwind

The actual actions to be taken vary according to the alert state; these are published monthly or more frequently if required. The following are some security precautions, which may be implemented should the alert state change:

- a. Parking. Do NOT park your vehicle within 25m of any sleeping accommodation at any time.
- b. Objects. Do NOT place large objects, such as bins, within 25m of a building on Keenwind Black or above. Do NOT leave objects such as bags or parcels unattended in public buildings (eg NAAFJ) at any time.
- c. Deliveries. Check any deliveries to your unit or home and report anything suspicious.
- d. Dress. German Hospitals must NOT be visited in uniform or mixed dress.
- e. Routine. Avoid routine particularly if you live outside the RMC, vary your routes and timings as far as is possible.
- f. Vehicles. Avoid items that will easily identify your vehicle as belonging to a member of the services. Search your vehicle when it has been left unattended in a public place and keep it garaged when possible.
- g. Married accommodation. Avoid displaying items of military clothing on washing lines (MQs outside the RMC)

RMC Attack Alarm

An attack alarm system is in operation within the RMC. The alarm will be sounded in the event of a mortar or other form of attack and will take the form of the following two siren tones:

- a. ATTACK ALARM – continuous warbling for one minute
- b. ALL CLEAR – continuous note for one minute

If the alarm sounds, take cover in a building and find shelter within the building away from glass or windows. If in a car, do not abandon in a place that will obstruct traffic. Remain under cover until the all clear sounds or until you are instructed to do otherwise.

Police

101 Provost Company Royal Military Police – (101 Pro Coy, 5 Regiment RMP)

The Royal Military Police (RMP) provide a 24hr police service from the JHQ Police Station located in the centre of the RMC, at the junction of Queens Ave and Tromp Rd. (J6 on map) The Police Station is clearly signed from all three main entrances to the RMC. The RMP are co located with the GERMAN Civil Police (GCP) Liaison officer for JHQ. RMP conduct routine patrols in marked police vehicles, motorcycles and on foot throughout the RMC and all the outlying barrack and SFA areas. The RMP also have a trained crime reduction officer working from the crime reduction office situated on Queens Ave offering a 'walk in facility' to the community, as well as providing community police post in Elmpt station and Sonthofen.

TELEPHONE:	MILITARY:	JHQ 2333/4000
	CIVILIAN:	02161-472 2333/4000
EMERGENCIES***	MILITARY:	JHQ 2222
	CIVILIAN:	02161-472 2222
FIRE	MILITARY:	JHQ 4444
	CIVILIAN:	02161-472 4444
MEDICAL	MILITARY: 112	
	CIVILIAN: 112	
BFG CRIMELINE	FREEPHONE	08001842
(Note: From Mönchengladbach or Wegberg use 02161-472 prefix not 47)		

German Civil Police

The German Police have a small detachment in the RMC, co-located in the same building as the RMP. The German Police are empowered to deal with any incident within the RMC as they would in any other part of Germany. Be aware that this includes the issue of 'spot fines' for minor offences.

TELEPHONE:	CIVILIAN:	02161-558365
EMERGENCIES***	POLICE:	110
	FIRE/AMBULANCE:	112

*** Numbers for Emergency services throughout Germany. If you do not speak German it may be better to use the RMP number.

Royal Air Force Specialist Police Wing (Rhine and European Support Group) – RAF SPW (RESG)

RAF SPW (RESG) has a Unit based in the RMC. The Unit provides specialist criminal and security investigative services to the RAF community within BFG and the rest of continental Europe. Whilst having no uniformed responsibilities within the RMC, RAF personnel may seek single service advice on police/security matters via the Unit Warrant Officer. All police matters within the RMC should be reported through the RMP, who will liaise with the RAF SPW (RESG) as required.

TELEPHONE:	MILITARY:	JHQ 4210
	CIVILIAN:	02161-472 4210

General Information

Police

In order to help to ensure that we maintain a safe environment in which to live and work, you are requested to inform, immediately, the RMP Police Station of anything which appears strange or out of the ordinary, no matter how trivial it may seem. Prompt action could be of vital importance and prevent a crime-taking place. When making emergency calls please speak clearly in order to allow the Service Policeman or woman taking the call to assess the situation and task the appropriate agency.

Crime Reduction

Advice on crime reduction and many more subjects is available to the service community within the RMC. The initial point of contact should be the Crime Prevention Officer or through the JHQ Police Station.

TELEPHONE:	MILITARY:	JHQ 2334
CIVILIAN:		02161-472 2334





Security and Crime Prevention

Security

Germany Guard Service

The Germany Guard Service (GGS) is a civilian security force employed within the RMC and other barracks around Germany. They are locally employed civilians responsible for the control of access to the RMC. They wear a dark blue uniform and are armed. Any difficulties involving civilian guards should be addressed to the OC Sp Sqn

Rheindahlen Security Force (RSF)

The RSF is an RLC Pioneer Detachment whose primary task is to aid in the security of the Rheindahlen Military Complex (RMC) by patrolling the RMC perimeter and key installations. They operate from their patrol base in the SOC/Guardroom, located on Queens Ave next to the Astro turf football pitch and is under the direction of the OC Sp Sqn, they are the focal point for security within the RMC and in the case of a major incident command the Security Operations Centre (SOC). The Security Warrant Officer can be contacted for security advice and is available to give short security briefings.

TELEPHONE	JHQ Mil	Civilian
OC Sp Sqn	2762	021 61 4722762
SSM	3689	021 61 4723689
RSF	2082	021 61 4722082
RMP Police Station	4000	021 61 4724000

Security

The RMC is not a secure camp, it is an open plan estate with controlled access but no perimeter fence. It is open to the general public who have right of way onto the Complex and is therefore difficult to secure. Consequently those involved in Security rely heavily on the assistance and vigilance of all those who live and work here, in countering any threat. Do not be afraid to report any suspicious activity, which may include unattended vehicles, suspicious bags or packages or someone behaving out of the ordinary. Reports should be made to the RMP Police Station at the earliest opportunity.

REMEMBER SECURITY IS EVERYONE'S CONCERN

OP KEENWIND

The OP KEENWIND alert states that are used across Germany to notify the military community of the current security state and subsequent counter measures that are to be adopted to ensure a safe environment. The OP KEENWIND alert states are as follows:

- NORMAL** – Black lettering on a White background
- HEIGHTENED** – White lettering on a Black background
- EXCEPTIONAL** – Black lettering on an Amber background

Up to date OP KEENWIND alert states are publicly displayed daily throughout the RMC and at both VCP entry and exit points.



Surrey KT6 7NF
Telephone Number: 020 8330 4411.

For quarantine in Scotland:

The Secretary, Department of Agriculture, Environment and Fisheries for Scotland,
Pentland House, 47 Robb's Loan,
Edinburgh EH14 1TW
Telephone Number: 24-6181/6182/6179
Fax: 0131 24-6616

Advice on moving your pet back to the UK may be obtained from any of the establishments advertised in this directory or from Germany DASU RAVC at Sennelager. Tel: Sennelager civilian 05254 85405 or from your local BFG customs and Immigration officers, who can supply most of the necessary application forms for import licences.

For further information you can visit the DEFRA website www.defra.gov.uk/animalpage/animindx.htm

Personal Liability.

Under German law you are personally liable for any damage caused by your dog. You are strongly advised to take out insurance.

Remember

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Rabies

Rabies (Tollwut) is prevalent in parts of Germany and strict laws apply to the control of domestic pets. Rabies areas are notified in local newspapers, and in Unit Orders. In rabies areas dogs must be kept leashed at all times. Cats are not allowed to roam and must be kept in at all times.

Safety Warning – Avoidance of Contact with Wild Cats

There appears to be an increase in the number of semi wild (feral) cats within the RMC. These cats become a nuisance around the kitchens and the married accommodation areas and consequently a risk to human health.

The same consideration can apply equally to dogs although there does not appear to be a similar problem probably because dogs are registered and a tighter degree of control exists over their ownership.

All units are to ensure that a continuous publicity campaign is mounted in order that:

- Cat owners are warned of the irresponsibility involved in turning cats loose regardless of whether they have been vaccinated.
- People, and particularly children, are warned of the dangers of approaching, stroking etc a cat which is unknown to them. In this context a feral cat frequently seen in a given place does not constitute "knowing" it. "Knowing" a cat involves knowing its owner. If the owner is unknown, do not touch it.
- Individuals are advised **not** to take a feral cat into their care and, callous though it may seem, not to encourage its presence by feeding. Nature should be allowed to take its course; the fittest will survive..

Prevention of Disease

You are strongly advised to have your cat or dog immunised annually against rabies. Regular treatment for internal parasites (worms) is also recommended. When a new pet is acquired, it is suggested you take it to a veterinarian as soon as possible to ensure that it is healthy. This important preventative measure is not expensive compared to the potential cost of treating a sick pet. These measures are strongly advised, because the risk of disease is not confined to the pet. Adults, and in particular children, can be infected from diseased pets. Detailed guidance can be obtained from the HIVE on JHQ Military 2519 or MG Civil (02161) 472 2519.

Pet Insurance

To alleviate the concerns about potential costly veterinary bills for treatment other than routine vaccinations and elective surgery, pet insurance should be obtained. Details can be obtained from the HIVE.

Boarding

If you cannot take your pet on leave you must arrange for a reputable kennel or cattery or look after it in your absence. Such arrangements are best made well in advance, especially if you plan to be away during a holiday period. Rheindahlen has its own boarding kennels that caters for all pets. Contact JHQ Mil 4768 or civil 02161 4724 768/02161 476389 for further information. The HIVE also provides information on boarding facilities within the area for your animals.

Some Advice for Pet Owners

Quarantine

Dog and cat owners who prepare properly are now able to take their animals straight into the UK avoiding quarantine.

Other pet mammals such as rabbits, guinea pigs etc will still require 6 months quarantine. They must be licensed prior to importation and must undergo 6 months isolation in approved quarantine premises on arrival in the UK. Animals in quarantine may be re-exported at any providing certain conditions are met. A separate set of rules covers the importation of pet birds and exotic pets (reptiles, arachnid's etc).

Avoiding quarantine

To avoid quarantine dog and cat owners must carry out the following actions:

- Microchip.** Pets must be fitted with a microchip conforming to ISO standards.
- Rabies Vaccination.** After the microchip has been fitted, the pet must be vaccinated against rabies using a recognised brand of vaccination. This must be recorded in the Pets Travel Document (the so called Pet Passport) and the microchip checked prior to vaccination.
- Blood Sample.** At least 30 days after the last recognised rabies injection, the vet should take a blood sample and send to a recognised laboratory for analysis. At this point, the microchip must also be checked.
- Pets Travel Document.** After receiving the blood test results, owners should arrange to take the pet to the local stadt vet (local government vet). If everything is in order, a PETS travel document will be produced which will allow the animal to enter the UK without going through quarantine.

Additional requirements/Restrictions

- Provided that the blood test is acceptable, animals will than wait 6 months from the date of sampling prior to being allowed to travel to the UK.
- Between 24 /48 hours before entering the UK, the pet must be treated for worms and ticks by a qualified vet.
- Entry to the UK is via the following designated routes only: Ferry: Dover via Calais, Portsmouth via Caen/Cherbourg/Le Havre/St Malo.
Rail: By Le Shuttle service.
Air: London Heathrow from certain European cities.
Pets failing to meet the requirements will have the option of being returned to the European Mainland or being placed in quarantine for up to 6 months.

For a list of stadt vets or further information on quarantine laws and requirements, please contact your local HIVE.

Arrangements for animal requiring quarantine.

You should first select an approved quarantine kennel and make a booking. You must then apply for an import licence from either:

For quarantine in England or Wales:

The Secretary,
 Ministry of Agriculture,
 Fisheries and food, Hook Rise South
 Tolworth, Toby Jug Site, Surbiton,

f. Owners are required to make contact with:

- Hundeschule Gnörich – Viersen/Mönchengladbach, who will provide a translator – training ground at Hafer Busch in Viersen Tel: 02161 605708 or 02161 651404.
- Hundeschule Elke Tork – Nottuln (near Dülmen). Mobile 0171 5373837 Tel: 02502 22 5770. Fax: 771. Internet address: andreastorky@aol.com. Training ground near Lank Latum (located behind Krefeld) who will carry out expertise tests. All dogs must be micro chipped. Owners of Category 4 dogs must also undergo a knowledge test unless they are able to certify that:
 - (1) They hold a valid, in date, German hunting permit, or
 - (2) They have passed a German hunting examination, or
 - (3) They have owned a dog, 40cm high or over, or 20 Kg in weight or over for at least 3 years as at 01 Jan 02.
- g. A veterinary officer and dog handler from the testing centre will report whether the owner and other tested person pass or fail the expertise and physical competence test. A separate report will be sent to the Rheindahlen Station Housing office in respect of a dog's character test (when applying for an exemption from muzzling). The Owner reports back to the Rheindahlen Station Housing office with the Registration Proforma, who will then record the details and pass the form/s to the SLO.
- h. SLO passes proforma to local Ordnungsamt who issue permit, the SLO then sends permit to the Pet Registry Clerk, who issues to the Owner. The Pet Registry office will retain Registration Proforma.

Control of Dogs

In all public areas, (which includes open country, or woodlands), dogs must be kept under **proper control** at all times. In Germany, game wardens have considerable rights, which in extreme cases can extend to shooting the dog, if it is considered by the **game warden** not to be under control. This means that all dogs, irrespective of breed, are to be kept on a lead at all times in **public places and within built up areas** and can be required to be on the lead in open countryside or in woodland **depending on the owners ability to control the animal**. However, see "Further Notes" below.

Additionally, Category 1, 2 and 3 dogs are to be on the lead and muzzled whenever taken outside their enclosed premises (unless exemptions from muzzling have been issued). They must be accompanied by the owner, or other person, over 18, authorised to handle the dog and a permit must be carried. These dogs are not to be placed on a running lead until a permit authorising its ownership has been issued.

For the purpose of the law, BFG barracks, offices workplaces, outside areas of mess accommodations and any other location where non – BFG personnel have access, are to be considered as public places.

Further Notes on handling dogs

In the countryside, including in woods, PROVIDED the dog is continuously under control ie. in other words the dog responds immediately to the owner's commands, the dog may be allowed off the lead.

In woods, this freedom to allow the dog off the lead applies **only** to permanent roads and tracks and extends **only** to 3 or 4 metre either side of the road/track. If you go off the road or track, even following an obvious animal path, the dog **must be on the lead**. This is particularly important during the nesting and breeding time from March to October. Dog owners should also be aware that in the countryside, at

any time, they might be passing through a hunting area. The Germans have a long tradition of hunting, and guard and promote their rights (enshrined in law) very keenly. Any animal judged by a hunter to be out of control (and this judgement can be very subjective) in his area (Jagdrevier) can legally be shot, although this is extremely unlikely to happen. **Owners are however warned of this possibility and area advised to stick to the law, and in any case to err on the side of caution.**

Postings

Personnel posted within BFG are to de-register the dog with the Pet Registry Clerk and are to collect the Original Dangerous Dog Registration Proforma. In cases where the posting is between stations within NRW the owner is to report to the new SSO/Housing Officer to register the dog. There is no requirement for the registration procedure to be repeated, the Proforma should be sent to the SLO in the new station for issue of a new permit. For personnel posted to another State, eg. Lower Saxony, they are to report to the SSO/Housing Officer with the dog and the original registration Proforma; a new registration Proforma is to be issued and completed when appropriate.

Consequences of Breach of Regulations

Failure to comply with these orders will result in the owner committing a German Civil Offence. Under German law, punishments may be as follows:

- a. Conditions imposed on keeping the dog.
- b. Dog may be ordered to be destroyed.
- c. Maximum fine of EURO 100,000

Destruction of Dogs

The destruction of an animal can only be ordered if the dog shows extraordinary aggression that represent a danger to humans and other animals. This can be established during a character test or any time thereafter. It must be stressed that the BFG authorities are merely regulating the law, any enforcement, such as destruction orders, must be conducted by the German authorities.

Removing Dogs from Owners

A dog may be moved from an owner because the owner has failed the dependability or competence test, or the dog has been subject to abuse. As there is no justifiable reason for its destruction, and German Animal Protection Law does not provide the opportunity for ordering the destruction of these animals, advice should be sought from either the SLO or an Army Veterinary Officer who will assist in finding approved alternative accommodation. Owners will be responsible for any charges incurred.

Disposing of Dogs

Category 1 dogs may not be sold or given away within Germany. If an owner feels he can no longer keep a dog in this category he must seek advice from the SLO or an Army Veterinary Officer. As stated above, it cannot be destroyed without justifiable reason.

Veterinary Services

German veterinary surgeons can be found in the German telephone directory under 'Tierärzte'. All animals' owners should ensure they have a veterinarian's telephone number available for an emergency involving their pet.

Rita Otten	Tamper Strasse 116 Hardt	Tel: 02161 551188
Dr A Herrman	Beltinghovener Strasse 1	Tel: 02161 525003

Owning Pets in Germany

Responsible Ownership

Ownership of a pet involves certain responsibilities. This section is a guide to these responsibilities, which include those, imposed by German civil law and backed up by military regulations, to ensure animal health and welfare, and precautions to preserve human health.

New Arrivals – PET REGISTRATION

Permission to keep pets in SFA (Service Families Accommodation) must be applied for in writing prior to arrival, to the Pet Registration Administrator who is located in Room 35 of Building 143 (Housing Office) BFPO 40.

All new arrivals must make an appointment to register their pet within two days of arriving in JHQ, by reporting to the Rheindahlen Community Welfare Centre where they will be advised of the procedures to be followed.

Owning Dogs – General

Current procedures for the keeping and registering of dogs is laid down in SO's BA(G) 3359 (Control of Dogs in BFG and The Pet Scheme) 3208 (Discipline) and 3360 (Veterinary Services in BFG). Dogs owned by members of BFG are not subject to German Dog Tax, but all dogs must wear a disc bearing the owners address and telephone number and must be registered with a Veterinary surgeon. Dogs found straying by the RMP or GCP will be impounded by being taken to the local Tierheim, and may be destroyed if sick or dangerous.

German Legislation on Dangerous Dogs – Registration and Controlling Dogs owned by BFG Personnel

Introduction

You should be aware that due to a fatal incident the 16 German Länder (State) authorities enacted laws in July 2000, which restricted the owning and breeding of certain breeds of dogs. This legislation was enacted separately by, and differs between the 16 Länder. Additionally, Federal (National) legislation has been enacted banning the importation of certain dog breeds into Germany.

The dog breeds affected by this Lander legislation in North Rhine Westphalia (NRW) are as follows:

- a. **Category 1 Dogs** – The Federal authorities have enacted laws banning importation of the following dog breeds; these breeds of dog **MUST NOT** be imported into Germany:
- American Staffordshire Terrier
 - Pitbull Terrier
 - Staffordshire Terrier
 - Bull Terrier
 - Cross Breeds from any of the above. (These dogs must be kept on a lead and muzzled at all times).
- b. **Category 2 Dogs**
- | | |
|--------------------|--------------------|
| Mastiff American | Bulldog |
| Rottweiler | Dogos Arentinos |
| Tibetan Mastiff | Bull Mastiff |
| Neapolitan Mastiff | Mastinos Napoleano |
| Spanish Mastiff | Tosa Inu |

Fila Brasilieros Spanish Mastinos Espanol

Dogs bred from above. (These dogs must be kept on a lead and muzzled at all times).

c. **Category 3 Dogs**

Dogs that have been bred or trained to be, or have demonstrated that they are dangerous (in general having attacked humans or other animals). Dogs bred from above.

d. **Category 4 Dogs**

Dogs that reach a shoulder height of 40cm or a weight of 20 Kgs when fully grown.

e. **Category 5 Dogs**

Dogs that are under a shoulder height of 40cm AND a weight of 20kgs when fully grown.

g. **Crossbreeds Dogs** that have one parent, which belongs to a breed listed above, are deemed as crossbreeds. If the parentage of the dog cannot be proved, the Pet Registry Clerk will refer the owner to a Veterinary officer, who will make an assessment of the predominant breed.

Owning a Dangerous Dog

Dogs classified as "dangerous" in Categories 1 to 3 of NRW legislation, which were owned prior to the implementation of the law (06 July 2000) may be kept provided the registration criteria is met. Dogs in Category 1 and 3 must not be allowed to breed and future owning and registration of these breeds is not allowed. Owners of dogs, classified as "dangerous", will be subject to more rigorous tests, before the keeping of these breeds is approved. Once the registration process is complete and approval given, a permit authorising ownership will be issued by the Ordnungsamt, through the SLO and Welfare Office. The Housing office will be required to retain the Registration Proforma until you are posted. The registration process is shown below:

Registration of Dangerous Dogs

- a. Report to the Rheindahlen Community Welfare Centre (RCWC) with your dog.
- b. The RCWC issues a Dangerous Dog Registration and Certificate Proforma.
- c. Owner completes Part 1, an application to keep a dog listed as "dangerous".
- d. The RCWC completes Part 2, applicant's and dog's details.
- e. COs or Head of Establishments complete Part 2, authorising the owner to keep the dog. COs confirm the owner's dependability and that the dog is to be kept in suitable escape proof accommodation (**not** required for **Category 4 dogs**) and that, at the time of registration, the owner has adequate 3rd Part Liability insurance for the dog. A definition of escape proof accommodation is as follows:
 - (1) Escape proof accommodation includes the SFA and its gardens (front and rear as necessary).
 - (2) Accommodation must have secure doors and windows.
 - (3) Gardens should have walls and/or fences of sufficient height and construction to safely contain the dog within the perimeters.
 - (4) COs' certification will cover all the accommodation, both external and internal.
 - (5) Any costs incurred for the securing and maintenance of the perimeter must fall to the owner. Permission should be sought as to the nature and construction of perimeters when appropriate.

be disposed of by depositing at recognised garden rubbish tips or in brown bins if provided. Addresses of tips may be obtained from your estate office.

Chimney Sweeps

Sweeping chimneys in Germany is a municipal responsibility, backed by laws, which require all chimneys to be swept and inspected by a licensed district chimney sweep twice per year. Federal accommodation occupants should note that it is an offence under German Law to deny reasonable entry to the sweep (the Bezirksschornsteinfeger) should he, or she require access to complete the sweep or conduct a smoke emission test. The Payments and Receipts Branch pay the bill, a sum fixed by the municipal authority, centrally. Any problems with chimneys should be reported in the first instance to the Housing Department through your Estate Manager.

Aerials

The erection of wire or other aerials across streets is forbidden.

Fireworks

Fireworks may be let off on New Year's Eve (Silvesterabend) only, but this is limited to the fireworks on sale in the local German shops which may not be sold to anyone under the age of 16 years.

Bathing

Bathing in ponds and rivers is prohibited unless the German Authorities have erected a notice stating specifically that bathing is permitted.

Pavements and Roads

In Germany, responsibility for cleanliness of pavements and gutters up to the centre of the road rests with the occupant of the house. This applies to all pavements in front of, at the side and rear of your house. Pavements must be swept at least once a week and the gutters cleared of any obstruction that might impede drainage. Grass and shrubs should be trimmed back to the boundary fence and grass and weeds removed from between paving stones. Any rubbish left behind after dustbin/bulk rubbish collection is also your responsibility.

Snow clearance

All pavements in front of, at the side, or rear of SFA must be cleared of snow or ice by the occupant. They should be cleared "as soon as possible after snowfall" but in any case, between the hours of 0700 and 2200. It is forbidden by law to use salt, although this commodity is widely available in supermarkets. The official position is that sand or grit should be used instead. However, given the amount of salt that is used to keep the roads clear, and the high cost of compensation should injury occur to a passer by should an occupant fail to clear the pavement, it would seem the lesser of two evils and logical, to keep salt available for use in extreme conditions. The watchword should be minimal use and only if all other methods prove ineffective. Occupants of SFA are strongly advised to take out third party insurance to cover for claims against them for injury (Haftpflichtversicherung). Private contracts are also available at reasonable prices for pavement clearance throughout the year i.e. for snow/ice and clearance of weeds.

Children – Liability for children's Actions

In Germany, Parents are generally held responsible for the misconduct of their children. To protect yourselves against possible legal claims you are advised to insure against such a liability. The cost is nominal and the vast majority of German parents regard policies, which provide this cover, as essential. Whilst we realise that children must be allowed to play, you must remember that you are responsible for your children at all times and for any other disturbances they may cause.

Children should be forbidden to play in garage areas and are not permitted to play on the streets. Garage doors are not to be used as 'goals'. Remember too that some garage doors are self-locking from the inside, which could trap your child.

Children – Bicycles

Before permitting your child to ride on the road, you should ensure that the bicycle complies with German law. The child should be capable of cycling safely and should be familiar with the basics of German traffic law; i.e. that traffic drives on the right, that where cycle paths exist they must be used, that right takes precedence over left as well as the basic and signals to be employed in order to manoeuvre safely. Children up to the age of 9 must use the pavement. Children who are 9 and 10 years only may use the pavements, however in both cases they need to consider the safety of pedestrians. They should also dismount from their cycles when crossing the road.

Bicycles

Cyclists must normally ride in single file. Where authorised cycle paths exist, cyclists must use them and wherever possible observe the normal traffic flow, i.e. ride on the right. Where paths exist on both sides of the road, cyclists should not ride facing oncoming traffic. Cyclists may not carry a second person on single seated cycles. Adults may carry children under 5 only if there is a suitable seat for them. Under German law cycles must be equipped with the following; front lamp, red tail lamp, red tail reflector, yellow reflector on each pedal and two on each wheel.

Winter Sports

Skiing and tobogganing is forbidden on the public highway except where authorised by the local authority.

Washing

The German public is very conscious of the sanctity of religious days and holidays and strictly observe their customs in this respect. Laundry should therefore not be displayed in gardens or on balconies on German religious or public holidays.

Car Washing

Cars are not to be washed on public roads or in driveways at any time.

Summary fines by German police

Under German law the German police are empowered to collect an 'on the spot' warning fee from offenders of minor traffic laws and certain minor By Laws. If the fee is paid the case is at an end. If the offender declines to accept the warning and pay the fee an offence is considered to have occurred. The policeman submits a report and a normal civil court procedure takes its course. Officers and other ranks driving AD vehicles when on duty are to refuse to pay the 'warning fee' and report the circumstances to their COs.

Services Liaison Officer Rhine Area

The Service Liaison Officer Rhine Area (SLO RA) provides the interface between the British Forces and the German authorities throughout the Garrison area. He ensures that the Host Nation provides the support required by the British Forces to accomplish their military mission, as well as ensuring that the British community abide by their obligations under the NATO Status of Forces Agreement (SOFA) and its Supplementary Agreement (SA). His office is located at 2 Queens Avenue (JHQ Mil 4684/4685) where help and advice on German matters can be obtained.

German Laws

Summary of German Laws Affecting you as a Householder and Resident in Germany

Liability of BFG Personnel to German Law

Members of the forces, including dependents are subject to German Criminal and Civil Law whilst in Germany. German Criminal Law includes not only the usual serious crime, but also such offences as contravention of the Traffic Laws, breaches of the peace and failure to observe local byelaws. Offences by members of the Forces are normally dealt with under military disciplinary procedures, although in more serious cases the German authorities may claim jurisdiction. It is customary, however, for German courts to be given jurisdiction in minor motoring offences alleged to have been committed by members of the forces driving private motor vehicles. The following is a summary of German Laws, which may most affect you in your every day life. At first these may appear to be a long list of 'Do Not', but remember, it is the law of the land.

Civil Actions for the Recovery of Debt

The German Courts dealing with civil actions have exclusive jurisdictions over members of the Forces including dependants. Members of the Forces should therefore, refrain from purchasing goods on credit or under hire purchase agreements unless they can meet their obligations. Action is always taken through the Liaison Organisation and unit Administrative Offices in pursuit of outstanding debtors, and increasingly action is also being taken through the courts in the UK.

Pollution of the Environment

Throughout Europe including the UK there are strict laws aimed at preventing pollution to the environment and at protecting natural resources, particularly the supply of water. The Germans are extremely sensitive about pollution to the water table and hence the changing of oil or the washing of cars at home (in the street or on the driveway) is expressly forbidden.

Oil changes may be carried out in servicing bays with the necessary disposal facilities. Information on how to dispose of old oil may be obtained from unit Technical Quartermasters.

The disposal of any other chemical substances is also strictly controlled in Germany and includes items such as paint, solvents, paint strippers or any caustic substances hazardous to health. They may ONLY be disposed of under arrangements made by unit Quartermasters or directly with the Stadt "special rubbish" (Sondermüllabfertigung) disposal sites or the Stadt "dangerous substances vehicle" (Schadstoffmobil). Information to this effect is contained in the annual rubbish disposal programme issued by the Stadt, copies of which/extracts from are made available to all SFA occupants by the Housing Office.

Dust and Smoke Pollution

The lighting of fires is strictly prohibited. BBQs and the use of proper fireplaces in gardens (the so called "Kamine"), whether static or movable, are permitted, but only with properly stored, or commercially available firewood or charcoal. If BBQ-ing regularly, it is polite to inform the neighbours in advance.

Noise Pollution

Undue noise and disturbance is prohibited, during the periods: Mon-Fri 2200-

0600 hrs, Sat-Sun 2300-0700 hrs – but see below regarding lawnmowers and other garden machinery. This applies especially to loud speakers and musical instruments. Complaints can be lodged by neighbours with the RMP or German Police and if these complaints appear to be justified the offender may be punished by a very heavy fine. This applies equally to barracks and SFA Estates. If it is intended to hold a formal, official function, which will produce noise of a volume likely to cause a disturbance the organisers should:

- a. Notify the Service Liaison Officer (SLO) as early as possible (at least 4 weeks before the event) giving full details.
- b. Notify neighbours who may be disturbed with a notification couched in friendly terms with a letter through the doors. This notification should happen 2 days before the event and the important thing is that neighbours should always receive advance warning and be treated with consideration.

Lawn Mowers/Garden Machinery

Lawn mowers and garden machinery may only be used on working days (i.e. not Sundays or Public Holidays) between the hours of 0700 and 2000. Garden Machinery including particularly loud machines such as strimmers, leaf blowers or chain saws, are further restricted on workdays from 0700-0900 hrs, 1300-1500 hrs and 1700-2000 hrs. This law applies equally to family housing whether inside or outside barrack areas. Heavy fines can be imposed for repeated abuse of this law.

Litter Pollution

Litter must not be left in the streets, parks, or open spaces. In the case of picnics in the country, all litter must be collected and taken home for disposal. The dumping of rubbish in country areas, woods or training areas is strictly forbidden.

Plants

Foliage from shrubs or plants must not be taken for decoration purposes, and the removal of small trees at Christmas is an offence, except where they are on ones own property.

German Laws and By-Laws which are Enforceable in Civil Courts of Law

Gardens

Gardens should be kept tidy and clear of weeds to avoid contamination of neighbouring property. Branches of trees must be pruned to a height of 2 metres above the pavement and 4 metres above roadways. Hedges are to be trimmed to prevent accidental interference with the passage of pedestrians and vehicles. When diseases of plants or trees become obvious, these are to be reported to your estate office who will pass on the information to the appropriate authority. Whatever you do, do not cut down or attempt to prune a tree. This could result in a hefty charge to reinstate a similar tree.

Dustbins – safety regulations

Inflammable material must not be placed in dustbins. Bins must not be placed in the roadway or left on the pavements after dark. Any accidents due to a misplaced dustbin are an offence and the tenant is liable to be sued for damages. Only authorised dustbins are to be used. Neither the local by-laws nor the special type of vehicle allow dustmen to clear cartons, cases, pallets, etc. Garden rubbish can

in and around this fair city. Through its main thoroughfare winds the River Dussel and the town is regarded as the Paris of West Germany.

Opera

This is first class and very cheap season tickets can be obtained before the start of each season (October) from the box office. For further information contact the HIVE on JHQ 2519 or visit the website www.deutsche-oper-am-rhein.de.

Altstadt (Old Town)

An area between the Königsallee and the Rhine containing restaurants, bars, discotheques and 'way out' shops. The Soho of Düsseldorf, with all the good and bad points that this implies. Careful thought should be given before letting the more impressionable youngsters loose on their own.

German Customs

Introduction

If you are new to Germany, it is important that you understand that the German customs, practices and laws do differ significantly from those in the UK. Despite the fact that the British Forces have been present in Germany for 60 years, the relationship has changed since the early days and you need to realise we are guests in a foreign country. The relationship between BFG and the Host Nation is an important one and a great deal of effort is spent on maintaining good British-German relations. In the interests of furthering these relations, please do try and refrain from carrying out activities, which could give offence to your neighbours the local German population.

Never on Sundays

It is as well to be aware of some of the more important customs, practices and law relating to certain activities on Sundays. For example, car washing, window cleaning, gardening and all forms of manual labour are either forbidden or much frowned upon.

Some Local Customs

Your contact with Germany will be much more enjoyable if you take an interest in some of the local traditions. Here are just a few examples:

Schützenfest

Many villages in this part of Germany hold an annual festival known as a Schützenfest. The Schützenvereine (shooting clubs) have their origins in the militias of the late middle ages, when groups of citizens banded together to protect their towns and villages from attack. Nowadays the shooting clubs aim to maintain and promote shooting skills, to carry out charitable activities and to keep alive the old traditions and customs of German citizenry. A Schützenfest is a festival at which the Schützenkönig 'the king of the 'Schützen' is crowned. The Schützenkönig has to win a shooting competition but, since he needs to be fairly well off to keep up his entertaining commitments during his period in office, the result of the competition is often a foregone conclusion. Schützen parades are annual events and popular spectacles involving much ceremony, musical accompaniment and marching 'Schützen companies'. They are worth seeing at least once.

Kirmes

You will see advertised on posters throughout the Mönchengladbach area, especially in summer, a village festival called Kirmes. This was traditionally held to celebrate the consecration of the local church. There are the usual fun fairs, market stalls and dances, though the religious origins are also not ignored and the church is very much involved in the festival.

Karneval

The Karneval season is a speciality of the Rheinland. It begins on the 11th day of the 11th month at 11 am, but things really 'hot up' during the weeks leading up to Lent. The highlights, apart from the numerous Karneval Balls and drinking and joke sessions known as Sitzungen are the processions held in Köln, Düsseldorf and Mainz on the day before Shrove Tuesday, known as Rosemontag. Mönchengladbach has its procession on the following day, Veilchendienstag, and there is always a children's procession and smaller celebrations in Rheindahlen and other villages on the Sunday.

Weinfeste

All along the Rhine and Mosel during late summer and early autumn there are wine festivals. Each village selects a different time, but the pattern is fairly standard: plenty of drinking and merry-making. However, it is a good thing to go with somebody who knows something about wine, because you may end up paying more for wine than you would in the local supermarket!

Der Rhein in Flamen

Taking place from July to October in various locations, the 'Rhine in Flames' is a spectacle not to be missed. Best seen from the river itself at Koblenz, the illuminations along this romantic stretch of the Rhine provide one of the sights of Germany.



Balkan Restaurant
with International Specialities

Opening times:
daily 1200-1400 hrs
and 1730-2330 hrs

41169 Mönchengladbach-Hardt
Vorsterstraße 321
Tel: 02161/559344

Round and About

The Place Where You Live

Local Towns and Villages

Brief History of Germany and Local Places of Interest

GERMANY

In 1945 the country was divided; in the west was the Federal Republic of Germany, a federal state comprising 11 'Länder', where as the east saw the establishment of the German Democratic Republic.

Now the two German states are re-united; the 5 East German 'Länder' have joined the Federal Republic which now, as a result, consists of 16 'Bundesländer' in all. Germany's history enables us today to offer you a wide variety of cultural attractions, for all these counts, dukes, prince bishops and kings' scattered royal palaces and capital cities of various sizes throughout the entire country.

You can re-live Germany's history at first hand. You will find important buildings: Roman ruins, churches, monasteries and cathedrals from the era of Imperial greatness; Castles from the days of chivalry eg. the Hohenstaufen dynasty and royal palaces with magnificent grounds from Baroque times. And what you cannot see from outside you will find within the castles and stately homes.

Mönchengladbach

Mönchengladbach and Rheydt are over a thousand years old. They form a large centre between the rivers Maas and Rhine. Their wealth was due to the textile trade, which is firmly established in the area (although less firmly now) - and which in the Middle Ages formed part of the then 'Low Countries' cloth trade.

The two towns existed separately until recent years due to long since forgotten religious rivalries - Mönchengladbach was Catholic and Rheydt was Protestant. Both towns, and the former independent town of Wickrath, now form one city of about 263,000 inhabitants under a single Oberbürgermeister and town council.

The town of Viersen also lies between the rivers Maas and Rhine and now encompasses the smaller towns of Dülken and Suchteln. A single town council administers the three towns.

With the occupation of the area by the American and Canadian Forces in 1945 various administrative lines of communication units were located in the vicinity of Mönchengladbach, Rheydt and Viersen. This pattern continued over the years, establishing a large British presence in the region, which remained until the end of the Cold War. At that time, "die Wende" (the change) as the Germans call it, the reduction of British Forces in the area began and continues to the present day.

The extension of the autobahn complex around Mönchengladbach and Viersen has greatly improved road communications. It is now possible to join the autobahn at any number of junctions around Mönchengladbach or Rheydt and go as far afield as Amsterdam, Brussels, Paris, Munich or Berne without leaving the autobahn.

Cologne (Köln)

Lying some 44 miles to the south of us here in Rheindahlen, Cologne is one of the greatest and most historic cities in Western Europe. The Roman Emperor Augustus built Cologne as a military fort. He named it in honour of his wife Agrippina and it

was known as Colonia Agrippinensis; later this was abbreviated to Colonia and then to the German Köln. In the 8th century the Emperor Charlemagne granted this great trading community City status and its Archbishops became very powerful. By 1248 work had commenced on the great Cathedral designed to house the Golden Casket containing the legendary remains of the three wise men of the Orient. Archbishop Rainald Von Dassel took this casket from Milan in 1164. The Cathedral still serves this original function and the famous golden casket can be seen by all today, resting above the high altar. The Cathedral was completed only in the 1870s. The prosperity of the city continued into the Middle Ages and many fine buildings and churches testify to this. Cologne went into decline during the second half of the 16th century, largely because of religious wars and the consequent breakdown of trade. This decline continued till 1815 when Cologne was made a Prussian fortified city and, later on, when navigation on the Rhine became possible. Cologne once again exerted its influence on German trade.

Today Cologne's industries include motor car and heavy vehicle production, perfume factories, cable works and chemical plants which are famed throughout the world. In spite of a 70% total destruction by bombing during the Second World War, Cologne has risen from ashes and rubble to become once again one of the most beautiful cities in Germany; its restaurants, theatres and places of interest rival most in Europe.

Düsseldorf

The city of Düsseldorf nestling on the banks of the Rhine came into being about 700 AD with the founding of the Benedict Monastery by St Swibert in the area of Kaiserswerth. The first documentary mention of Düsseldorf as such dates back to 1135 AD, when the town took its name from the River Düsseldorf, which flows into the Rhine. Dorf being German for village, we have the Village on the Düsseldorf.

By 1510 the town was raised to the status of a capital of the Duchies of Jülich, Kleve, Berg and the Estates of Mark and Ravensberg, and from this period the town was fast becoming a centre of culture and industry.

Düsseldorf is the birthplace of Johann Wilhelm (1655) who in 1676, when he was a mere 21 years old, became the first Elector (Ruler and Statesman) of this area. He was affectionately known as 'Jan Wellem'. Jan Wellem held this high office for 37 years until his early death at the age of 58.

The 19th century heralded the Industrial Revolution and nowhere was it quite so marked as Düsseldorf where the early part of this century saw the first of the great Trade Exhibitions, the creation of the first railway in Germany, the establishment of many industries in the surrounding areas and the founding of the Düsseldorf Stock Exchange.

The city has much to offer to anyone looking for places of interest and recreation. These include excellent shopping facilities; Opera and Theatres; Cinemas; Concert Halls; Night Clubs (many and varied); Swimming Pools (outdoor and indoor); Aquarium and Natural History Museum; Museums and Art Galleries; An annual visiting Circus; Boat trips on the Rhine; Restaurants (to suit all tastes and pockets); Parks; Sports Stadium; Horse Racing; Camping Sites; Airport; Bowling (9 and 10 pin); Ice Skating Rink; Exhibitions; Bundesliga Soccer Team, Bundesliga Ice Hockey Team.

Some of the finest festivals in Europe are staged in this town, notably the magnificent Carnival that takes place in February or March. The Carnival procession is a superb affair and takes some two hours to pass.

It might be thought that because of the accent on industry, the town lacks natural beauty, but nothing could be further from the truth. There are a vast number of parks

Churches and Church Activities

ST BONIFACE CHURCH Church of England, Queen's Avenue
Sunday Services 11 00 hrs Sung Eucharist and Sunday School

Other Midweek activities and services are published on the church notice board.

The Church Choirs practice each Thursday in the Church 1830 hrs. Baptism, Marriage and Confirmation by arrangement. Further information from the Church Centre Secretary JHQ Military 2770. Please check with the Church Centre JHQ Military 2770 for any time changes, which may occur.

ST THOMAS MORE Roman Catholic, Moore Road
11 00 hrs Holy Mass

Chaplains Personalities may change
DACG Padre Nick Cook, J1 Chaplains, HQ UKSC, BFPO 140. Tel No: 72-2807.

Chaplain 7 Signal Regiment: Fr Danny Hernandez Chaplaincy Centre, Elmpt Station, BFPO 35. Tel No: (68) 4410. Mobile: 0172 2068906.

Community Chaplain: The Revd C Craven, The Chaplain St Boniface Church, Church Centre, BFPO 40. Tel No: (72) 2770/2405.

ST NICHOLAS AND ST PAUL CHURCH Church of England – Elmpt
Sunday Service 0930 hrs. Further information from the Church Centre Secretary JHQ Military 2770.

ST PAUL AND ST BONIFACE Roman Catholic – Elmpt
0930 hrs Holy Mass. Further information from the Church Centre Secretary JHQ Military 2770.

CAFÉ RESTAURANT
„Alte Bruggener Mühle“

Since 1289
41379 Bruggen
Burgwall 3
Tel: 02163/6322
www.alte-bruggener-muehle.de
Thomas Hoeveier

Mondays Closed
Meals from 11.30 - 22.00hrs
About 120 seats - 90 outdoor seats
Specialities of the house:

- Barbecues on charcoal at the original millstone for groups from 8 people on advance booking
- Eating from the giant cast iron frying pan
- Drawing your own beer (for groups) at the original Diebels turntable barrel
- Rides with the covered wagon

By the way: frying pan and turntable barrel can also be hired for your home.
Always changing menu for cake and salad buffet.

On sale Bitburger Pils, Diebels ALT, Gaffel Kölsch, Krombacher Pils and Paulaner Weizenbier on draught.

**SOUTH AMERICAN STEAK
NEW ZEALAND VENISON
AND LAMB
CALIFORNIAN FISH
RICH SALAD BUFFET**



Sölller Steakhaus

Waldhausener Str. 8
41061 Mönchengladbach
Tel: 02161 / 18 01 18 Fax: 02161 / 18 01 19
Prop: E. and M. Schmidt

Monday closed
Open Tues – Sat from 17hrs
Sundays and Public Holidays from 12.00hrs
open throughout



Living in Germany and Rhine Garrison

Information Signposts

What is the RMC?

Rheindahlen Military Complex consists of the military township of Rheindahlen, (which is still referred to as JHQ), plus outstations at Mönchengladbach, Viersen, Birgelen and Wegberg. The paragraphs that follow contain general information, plus instructions for Rheindahlen itself. Those who have been allocated accommodation other than in JHQ and Wegberg will also need to read the additional section for the outstations.

Moving to Germany

Many needless problems occur with families because they arrive unannounced, or the move has not been properly documented. In the worst case a family may have to return to UK. Heads of Families should discuss their move and proposed travel arrangement with the RAO/UAO/Personal Admin Offices well before the departure. It is important that an F Mov 564, Application for Families Passage, is submitted to JSTC by units, even if the family are intending to travel by private means. All family members must be in possession of valid passports before travelling to Germany, these can be obtained at public expense via JSTC. Even if married accommodation has been allocated families should not travel to Germany until shortly before a handover date and time arranged with the Housing Office and temporary accommodation has been arranged.

Cassels House

Cassels House is a Service Hostel located in Rheindahlen Military Complex. Families allocated a married accommodation will usually be allowed to stay in Cassels House for 4 nights at duty rate (booked by the Housing Office). Families vacating married accommodation will be allowed to stay for 6 nights if posted to UK and up to 2 nights if posted within Germany (self-booking). Accommodation includes single and double rooms. Application forms can be obtained from: Cassels House, BFPO 40 or phone Civ 02161 472 4234/2183. Fax 02161 472 3828
Cassels House is (as of 5th October 2008) a PAYD Facility.

Insurance

If you are not already covered you are strongly advised to take out insurance for your stay in Germany, public liability cover is particularly important.

Personal Property. Personal property is the responsibility of the owner and only in certain circumstances can limited compensation for loss or damage to such property be paid from public funds.

Public Liability. All ranks are advised to take out public liability cover against injury to third parties by members of their household or pets.

Life Assurance. All personnel are advised to take advice from a reputable broker before committing themselves to any life assurance policy and to be particularly wary of door-to-door insurance salesmen. The RAO holds a list of reputable brokers.

Pet Owners. All pet owners are advised to obtain insurance for veterinary treatment and also public liability cover against injury to third parties.

Applications for Child Membership of the Group.

Applications for children to join the Group should be addressed to the undersigned as explained above. There are waiting list for Beavers, Cubs and Scouts. Detailed information such as Child's fore-names, DOB, MQ Address, husband's or wife's work address, home and works phone numbers and email address will be required.

The waiting list is managed by the undersigned and only applications passed to the undersigned by email, fax or telephone will be accepted.

Banking

You are advised to maintain both UK and German bank accounts. Both a UK bank and German banks can have sums of money, either main pay or allotments, credited directly by APC Glasgow.

Retaining your UK and German bank account means that you can satisfy any standing orders, direct debits and mortgage payments, which have to be made in the individual country as well as being useful when you go on leave.

Additionally, you will be able to cash UK personal cheques for the first six weeks following your arrival date in Germany through the RAO's Office. This facility is to cover the period it takes to make local bank arrangements.

Some soldiers believe that they do not require a German bank account and that they can simply when it comes to paying bills through the bank use their cards at the international cash point machines. Whilst it is possible to get money out, you are charged for each transaction, which over a 2 or 3 year period equates to a sizable amount.

Additionally, if you encounter problems with your UK account or UK cards then it will invariably take a couple of weeks to remedy and the pay staff here will not be able to help with any advance.

Also, due to new Money Laundering regulations it is not possible anymore to make cash payments to third parties without an existing German Bank account. Most people use the SPARKASSE BANK JHQ (situated on RMC) although you are free to use whatever bank you wish. Individuals who wish to open a German bank account must book an appointment with the bank and both individuals must be present if the account is to be made a joint one. You will need your up to date passports as proof of ID.

The SPARKASSE BANK JHQ telephone number is 02161 279 1080.

Opening hours:	Morning:	Mon-Fri	0815-1145 hrs
	Afternoon:	Mon-Wed	1245-1600 hrs
		Thu	1245-1745 hrs
		Fri	1245-1530 hrs

Banks/Cash Machines

There are several cash points located within RMC, three available in the SPARKASSE BANK JHQ. Please be aware that withdrawals from German cash machines can sometimes incur a charge, if the individual banker does not belong to the relevant banking group.

Other Sparkasse Bank Branches in Mönchengladbach

Opening hours:	Morning:	Mon-Fri	0830-1230 hrs
	Afternoon:	Mon and Thu	1400-1800 hrs
		Tue and Wed	1400-1630 hrs
		Fri	1400-1600 hrs

Commerzbank

A Cash point machine is available, situated at the end of the NAAFI building, opposite the Post Office.

Buying Goods Tax Free German Mehrwertsteuer

Goods may be purchased without Mehrwertsteuer (MWST) – German VAT. Exemption can only be gained if the purchase is made through a Mess, Institute or Club (MIC) registered with as an Official Procurement Agency (OPA). Only goods totalling over €50 may be purchased without MWST. It is normal that no cash is paid at the time of purchase and the bill is sent to the originating OPA for payment. The purchaser is later informed of the total amount that is required to be paid to the OPA.

Procedure

For personnel in Rheindahlen the normal procedure for gaining VAT exemption on purchases is to obtain an official order (an Auftrag Form) from your OPA. OPAs in general are as follows:

For Officers, WOs and SNCOs:	Mess Accountant of own Mess.
For Cpls and below:	Regt Accts Dept, RSU
Civilians:	Regt Accts Dept, RSU.

Auftrags are available for a small admin fee from the Regt Accts Dept, RSU, Grenville Road 37 on the Rheindahlen Military Complex between 0830-1400 hrs

Monday to Friday. Please note that the office is closed on German Bank Holidays.

**For ALL your MILITARY INSURANCE MATTERS
consult your LOCAL Insurance Broker**

**G. BULL
INSURANCE**



Your Guiding Angel - For Over 30 Years



Our maxim has been to satisfy our clients!

Javelin BKS. (Commercial Services Centre, Grandy Road, Bldg. 356, 2nd Door Left) &
Birkenweg 3 - 41372 Elmpt (behind the ARAL-Garage)

Tel: 02163-81358 or 02163-5799493

Shopping and other Facilities

Encounters Bar, 15 Oakham Way, JHQ

Opening Hours:

Mon & Tues	closed
Wed-Thur	1900-2300 hrs
Fri-Sat	1500-0000 hrs
Sun	1200-1900 hrs

Tel: 02161 472 3340

Opening hours during holiday periods will be advertised locally.

Encounters Café, 15 Oakham Way, JHQ

Mon-Fri 0900-1500 hrs

NAAFI SHOPPING COMPLEX, Trenchard Road, JHQ

Opening Hours:

Mon-Fri 0800-2100 hrs, Sat-Sun 0900-1900 hrs

NAAFI JB's COMPLEX, Grenville Road, JHQ

JB's Restaurant

Opening Hours:

Mon-Fri: Breakfast 0630-0815 hrs, Lunch 1145-1330 hrs, Dinner 1645-1815 hrs
Sat-Sun: Breakfast 0900-1000 hrs, Brunch 1030-1300 hrs, Dinner 1630-1730 hrs

JB's Take Away Service – Indian Curry / Fish & Chips

Opening Hours: Thur-Sat 1700-2200 hrs

Tel: 02161 472 4408

JB's Express Shop

Opening Hours:

Mon-Sun 0900-2200 hrs

JB's Cafe

Opening Hours:

Mon-Fri 0900-1330 hrs

JB's Bar (Marly bar)

Sun-Thu 1900-2300 hrs, Fri-Sat 1900-0000 hrs

Bowling Alley

Reading Way, MG 551388

Opening Hours:

Mon-Fri 1700-2200 hrs

Sun-Sat 1100-2200 hrs

Sun-Sat 1100-2200 hrs

Easter, Summer & Christmas – 1200-1900 hrs daily

THRIFT SHOP – (located 20 Oakham Way), Tel No: JHQ Mil: 4506

Opening Hours:

Mon

Closed

Tue

0915-1500 hrs (Taking In & Selling)

Closed for lunch

1145-1300 hrs

Wed

0915-1500 hrs (Paying out & Selling)

Thu

0915-1500 hrs (Taking In & Selling)

Closed for lunch

1145-1300 hrs

Fri

0915-1200 hrs (Paying out & Selling)

Stop paying out and taking in 30 minutes prior to closing. Volunteers welcomed.

CULPECK INSURANCE – Tel No: MG 559655 & Freephone 0800 1696252

Oakham Way 12 (opposite BP Garage)

Opening Hours:

Mon-Thu

0900-1700 hrs

Fri

0830-1600 hrs

O'GIRKE TRAVEL AND INSURANCE – 3 Oakham Way, Tel No: MG

558417/55317

Opening Hours:

Mon-Fri

0900-1700 hrs

SSVC (Located next to the HIVE) – Tel No: 02161 955975

Opening Hours:

Mon-Fri

0900-1700 hrs

Sat

1000-1400 hrs

SIXTH SENSE – 20 Trenchard Road HQ RSU Sixth Sense, BFPO 40

Editorial: Tel No: 02161 4724006 or JHQ Mil 4006

Advertising: Beil 0521 9247212

Fax 02161 660982

Guides, Brownies and Rainbows

Monday

1st Rhd Guides

1700-1830 hrs

4th Rhd Brownies

1730-1900 hrs

Tuesday

4th Rhd Rainbows

1730-1830 hrs

3rd Rhd Brownies

1730-1900 hrs

Thursday

3rd Rhd Rainbows

1730-1830 hrs

1st Rhd Brownies

1800-1930 hrs

Scouts and Cubs

Every Monday – Scouts and Cubs – Meet in Term times only.

Cubs meet: 1830-2000 hrs - Ages 8 - 10 years or 10 years and 6 months

Scouts Meet: 1900-2100 hrs - Ages 10 years to 14 years

Explorer

Every Tuesday – Beavers only.

Beavers meet: 1745-1900 hrs - Age 6 to 8 years

Explorer Scout Meetings: 1900-2130 hrs No fixed day or-weekend - Age 14-18 yrs.

CRB Interviews: 1700-1900 hrs. Normally every Wednesday evening.

A CRB interview normally lasts about 1 hour. The Scout Association insist on CRB being that provided by the Association. A copy of any previous CRB will of course help speed up any application.

Adult Training Weekends:

Adult Courses Fri 1900 hrs to Sun 1500 hrs

Training courses are run on approx 12 weekends per year for the whole of BSWE members who require such courses. They are based on the Scout Associations mandatory rule for appointed leaders to undergo modular training. There are 37 modules currently available to all adults to follow in line with their chosen path of leadership.

Adult Membership Applications:

Adults wishing to join the Group, and by that become members of the Scout Association and provide leadership for sections, should contact the undersigned by email, fax or telephone. Those adults wishing to help on an occasional basis should also make first contact as above. Adults wishing to become an Occasional Helper are required to complete MTE 1 (A three hour course by arrangements) and are restricted to attendance at no more than 12 evenings or events per annum.

Kingdom Based Civilians and dependants of both classes of such personnel. Such problems would include for example, traffic and other accidental claims, matrimonial disputes and consumer complaints. Advice can be given under both UK and German law.

Advice to Service personnel, military sponsored UKBC's and dependants of both these classes are provided by Army Legal Assistance, BFPO 39 and whose telephone numbers are Bielefeld Military 31 91/3196 or Bielefeld Civilian (0521) 92543191/3196. The fax number is Bielefeld Military 31 15. In the case of RAF personnel, RAF sponsored UKBC's and dependants of both these classes; initial advice should be sought from RAF Legal Services (Northern Germany) on Herford Mil 82 3518.

In matrimonial cases Army personnel will receive advice from Army Legal Assistance, and their wives from RAF Legal Services and RAF personnel from RAF Legal Services and their wives from Army Legal Assistance.

Compassionate Leave

If circumstances of a compassionate nature arise which appear to necessitate you or your wife's presence at home please inform your relatives of the following information.

UKBC

- Between 0730-1600 hrs (Mon-Fri): Via your Line Manager.
- Any other times: MOD Resident Clerk London O1 71 218 6002.

MILITARY

Joint Services Casualty and Compassionate Centre, RAF Innsworth, Gloucester GL3 1HW (Tel: 00441 452 519951)

Employment

Where to start

The Rhine Area Labour Support Unit (RALSU), located in Bedford Walk, is a Specialist RLC Unit that administers civil labour and acts as an employment agency. It covers all military units in RMC/JHQ, Mönchengladbach, and Wegberg. To gain employment you must first register with RALSU. Contact the reception on JHQ Military 4281 or MG Civil (02161) 4724281, or call in, to make an appointment to see one of the recruiting staff. When registering you should take with you a CV, passport and preferably an ID Card. Vacancies are advertised in all units, on the NAAFI noticeboard, in the HIVE, Sixth Sense, BFBS and SSVC Teletext (page 682).

You should apply in writing by completing an application form, which is obtainable from the reception. RALSU is not able to accept applications for employment before arrival in Germany.

Employment with Schools (SCE): Vacancies

SCE have their own recruiting department and must be approached directly.

Employment with NAAFI and other Army Sponsored Organisations

Vacancies are usually advertised in the shops or organisations concerned and applications should be sent to the Manager. There are also opportunities for employment in the NAAFI shops in the JHQ area. Applications to the Personnel Manager (ES/P3), HQ NAAFI ES, BFPO 40.

Employment on the Local Economy

Under EC arrangements, dependants have the legal right to seek employment on the local German economy. A work permit is not required if a full British passport is held. Employees on the local German economy will obviously be required to pay the normal German Social Insurance and Income Tax rates. The ability to speak German will undoubtedly increase the chance of employment.

Dependants – Unemployment Benefits

All newly arrived dependants who wish to claim unemployment benefits should register with the local German Employment Office (Arbeitsamt) not later than 7 days after their arrival in Germany or they may lose their benefit. If you have not been issued with form E303 but are entitled to UK Unemployment Benefit, you should also register with an Arbeitsamt not later than 7 days after arrival in Germany.

The Arbeitsamt will contact the competent agency in the UK on your behalf and obtain the necessary forms. If you are not entitled to any continued payment of UK unemployment benefit, the Arbeitsamt will advise you on any entitlement to unemployment benefit in Germany.

When registering with the employment office, you should be issued with two items:- (a) Application for Unemployment Benefit form (Antrag auf Arbeitslosengeld). This form is in German but an English guide to its completion can be obtained from the Arbeitsamt.

(b) Additional leaflet for unemployment foreigners (Merkblatt 1). This useful booklet in both German and English is written as a simple guide for unemployed UK or Irish citizens.

Enquiries should be directed to the German Arbeitsamt Mönchengladbach 1, Lurriperstrasse 78-80. Hours of business are 0800-1230 hrs Mon-Fri. It is advisable to take a German speaker with you.

Childminding

A Childminder is defined as "someone who looks after other people's children under the age of 8 in his or her home for more than 2 hours a day (or periods which add up to more than 2 hours) in any day for reward". It is important for the minder and the child's parents to work together, as you will both be playing a central part in the child's life. It is required that childminders be registered and approved with HQ UKSC (G) and AWS childminding coordinator. Childminding coordinator can be contacted on weekday mornings from 0900-1300 hrs on JHQ Mil 4939/2189 or civil (02161) 4724939/2189. They will advise you on how to become a registered minder, and try to help with any problems that may arise with the children being minded.

Childminders must obtain their own public liability insurance. You must have proof that you are insured against fire risks and third party liability (normally covered in your House Risk Policy), without this proof a child care certificate will not be issued.

A list of registered Childminders can be obtained from the Childminding Coordinator.

Education, Childcare and Adult Learning HousingE-mail: ecal@aff.org.ukE-mail: housing@aff.org.uk**Employment and Training Specialist**E-mail: et@aff.org.uk**Territorial Army and Reserve Forces**E-mail: ta@aff.org.uk**Foreign and Commonwealth**E-mail: fc@aff.org.uk**The Journal - Army families' own magazine**

The AFF publishes a quarterly magazine, the *Journal*, which promotes communication between Army families, wherever they live, on issues which affect their lives. It is full of interesting articles and useful information, keeping families up-to-date, and includes a lively Postbag column which brings current issues to the fore. The *Journal* is distributed FREE to all Army families worldwide. Visit www.aff.org.uk for further information or to download back issues.

Giving families the chance to ask their own questions

AFF holds a biennial Families Conference in London (with a similar event held in Germany and Northern Ireland in the intervening years), open to all Army families. The event offers a chance to hear from and ask questions to senior military personnel, politicians and executives from relevant agencies and departments.

In other Branch areas, discussion groups and roadshows afford families the chance to raise questions and concerns regarding their Army family life to AFF and representatives from the local chain of command and welfare support agencies.

Website

Our website is a useful source of information for all Army families and offers up-to-date news and information on our unique lifestyle. You will also find contact details for AFF Co-ordinators and Specialists, so if you'd like to 'voice your views', visit www.aff.org.uk

Social Networking

Find us on Facebook at [facebook.com/ArmyFamiliesFederation](https://www.facebook.com/ArmyFamiliesFederation) or search for 'AFF' to join your local AFF Fan-Page to get regular updates on important issues, and contribute to our surveys and debates. Follow us on Twitter at twitter.com/The_AFF. Subscribe to our email list at www.aff.org.uk and you can read the AFF blog at <http://armyfamiliesfederation.blogspot.com/>

For further information on the
Army Families Federation
call 05221 995 3180
or email Germany@aff.org.uk
www.aff.org.uk

Rheindahlen Support Unit Community Welfare Centre

The Rheindahlen Support Unit Community Welfare Centre is located in the shopping area of the Rheindahlen Military Complex (RMC), Building 44. This Welfare Office provides welfare support and assistance to the military personnel in the following units within the Rhine Garrison:

Rheindahlen Support Unit
United Kingdom Support Command
European Support Group

99 Postal Courier Squadron
101 Prov Coy RMP
BFG Health Service
Ayrshire Barracks Units, including
623 Vehicle Troop / 17PM Juliet Troop
Theatre Fleet Support Unit
D Troop 69 Movement Control Squadron
Bowman Conversion Team

Families Administration

The administrative section of this Welfare Centre also provide some of the family documentation that you will require whilst you are posted to this part of BFG. This includes issue of passport forms, Temporary ID cards, Authority for Visits of Close Relatives and IACS forms, (for access to US Bases).

Community Support

The Community Support function in this facility provides Matrix testing (Tick Testing) for dependants. Activities and trips can be booked here. Indoor and outdoor play areas for children of all ages are also located at the centre. Both the play areas and the activity rooms can be booked for private functions and a conference room facility is also available.

The RSU Community Welfare Centre also controls a Contact House, which is open to all service personnel, entitled civilians and their close relatives. Welfare cases and single service personnel who wish to exercise contact rights with their children will be given priority, but when available it can be used during transit, R&R and visits by close relatives etc.

A Station Welcome Brief is held here on the 1st Wednesday of every month. This brief is for the benefit of new arrivals to Rheindahlen Station.

Opening Times: Mon-Thurs 0830-1630 hrs
Fri 0830-1500 hrs

Contact telephone numbers are:

Unit Welfare Officer	(02161 472) 2681
Assistant Welfare Officer	(02161 472) 3016
Office Manager	(02161 472) 2488
Welfare Clerk	(02161 472) 4268
Events Co-ordinator:	(02161 472) 4854
Fax:	(02161 472) 2104
Out of hours Welfare Officer via Detention Rooms	(02161 472) 2082 / 2854

Legal Assistance for Personal Problems

Assistance with private legal problems is available to all service personnel. United

- Someone to talk to in confidence and outside the chain of command
- Information on police and court procedures
- Information about criminal compensation overseas
- Links to other sources of help



Telephone: + 49 (0)5251 1809 340
 Mobile: + 49 (0)1605 422893
 Email: ssafa.victimsupport1@ssafa.org.uk
 Website: www.victimsupport.bfgnet.de

Further services offered by SSAFA Forces Help:

Travel Support Service

The service provides help (usually free) to Service families and their dependants who are travelling to, from and within the UK by air, rail or ferry. It is intended to help those with compassionate needs. For more information, please contact the SSAFA Forces Help Central Office on +44 (0) 207 463 9249. Please note that this service cannot be used for children going to and from school.

Stepping Stones Homes

Situated in the UK, these homes provide temporary accommodation to separated wives and children of serving and ex-serving personnel who are likely to become homeless, be evicted, have nowhere to go or are in need of emergency accommodation. The homes are fully equipped and can accommodate families for as long as they need to get themselves back on their feet.

For a dvd and information leaflet, please contact the Volunteer Projects Office. For detailed queries, please contact SSAFA Forces Help Central Office on +44 (0) 207 403 8783 and ask for the Welfare Department.

Norton Homes

Run by teams of dedicated, trained staff, SSAFA Norton Homes give Families the time and space to come to terms with difficult choices and start to look towards the future together.

SSAFA Norton House, Selly Oak – Families arriving at Selly Oak are often coming to terms with the news of serious or life-threatening injury to a loved one. Our six-bedroom house will provide a safe and supportive environment, close to the Royal Centre for Defence Medicine, where both their practical and emotional needs will be met.

SSAFA Norton House, Headley Court – Patients can spend many weeks and months undergoing treatment at the Defence Medical Rehabilitation Centre, placing a huge strain on their families. Our spacious home is fully accessible to the disabled and allows injured servicemen and women to visit their relatives and spend quality time with them.

Forcesline

Formally known as the Confidential Support Line, this help line provides support and options for Armed Service Personnel and their families and offers advice and assistance to those wishing to discuss problems with an independent, non-military advisor. From depression, bullying and debt to bereavement, drugs, and relationship breakdown, our operators are trained by specialists to provide a skilled listening service outside the chain of command and to offer callers a menu of options.

Forcesline is open from 1030-2230 (UK local time) 365 days a year can be reached from Germany by dialling 0800 1827 395. There is also a confidential email facility which can be accessed via www.ssafa.org.uk.



TALK TO US FOR A CHANGE

The Army Families Federation (AFF) is an independent organisation that provides a unique two-way communications link between the British Army and its families.

AFF works hard to improve the quality of life for all Army families, and ensure that they are in no way disadvantaged because they 'follow the flag'. AFF represents all members of a soldier's family (including partners and wider family) and is recognised as their representative voice. AFF is consulted by the military, politicians, the media and national organisations on issues concerning Army families.

Where to find AFF

AFF can be found wherever there are Army families in the world. The hub of the network is AFF Central Office at Andover (Hampshire), and there are AFF Branches in Great Britain, Northern Ireland, Germany and Cyprus, with volunteers in overseas locations.

AFF operates through a network of Co-ordinators who listen to and represent the views and concerns of Army families to the policy makers.

AFF Co-ordinators can also help families with their individual issues. They can provide advocacy for families and signpost to the best professional organisation to provide assistance.

Specialists

AFF employs five Specialists who each concentrate on a particular area of concern for Army families, and deal with all aspects of that subject for AFF. The areas covered by the AFF Specialists are:

- Education, Childcare and Adult Learning
- Employment and Training Specialist
- Foreign and Commonwealth
- Housing
- TA and Reserve Forces

These Specialists represent AFF at all relevant meetings with outside agencies, and offer guidance and information to families with queries or concerns in their subject. Contact details are as below:



The Volunteer Projects Office offers advice and support to the In-Service Committees across Western Europe and organises several big events during the year such as the Young Achiever Awards which recognises the outstanding achievements of young people in Western Europe and the annual Holiday for Children with Additional Needs and Disabilities. It also coordinates the Big Brew Up fundraising events in the autumn. All monies raised are spent locally.

Who are the SSAFA Forces Help Volunteers?

Our volunteers come from all kinds of backgrounds, both military and non-military, bringing a wide variety of valuable life skills and experiences. All Volunteers are carefully selected and attend comprehensive training packages. Specialist training includes working with individuals with an additional need or disability, adoptive families, victims of crime and bereavement and loss.

In-Service Committees

There are eleven In-Service Committees across BFG and SHAPE. Run by volunteers, they fundraise throughout the year to raise money which they give directly back to their community in a variety of ways. For example, Hameln In-Service Committee have recently refurbished welfare flats and funded new toys for a soft play area in their garrison. They can also provide funds in an emergency, i.e. to help with flights home.

Community Volunteer Scheme

Community Volunteers befriend families and colleagues going through periods of isolation and loneliness, illness, bereavement, depression and other difficulties. They can help with ordinary things which can be tough to deal with when combined with the demands of Service life. It could be something as simple as giving a life somewhere, taking someone on their first trip to the local supermarket or simple chatting over a cup of tea.

Carer Support Scheme

Volunteers provide support to families that have one or more members with an additional need or disability. They will typically spend one or two hours a week with a child, either in the home or on an outing. This ensures individual attention for the child and gives the other members of the family a break from their normal routine. All volunteers are enhanced CRB checked and visits are fully monitored.

Children with Additional Needs & Disabilities Holiday

SSAFA's annual holiday for children with a disability or additional need and their siblings, or for those with young carer responsibilities. The fun-packed, week-long breaks include climbing, swimming, kayaking and horse-riding. They can be a life-changing experience and provide parents with a much-needed break, safe in the knowledge that their child is well cared for. Volunteers are trained and specially assigned to work one-to-one with their young person for the duration of the holiday.

Relate BFG offers relationship counselling and advice to individuals and couples – including same sex couples. In some locations, the counsellors can also offer mediation, psycho-sexual therapy and services for young people.

The service is free, confidential and works outside of the chain of command. So whether you want to improve your relationship, want to separate or your relationship has already ended, you can talk to us in confidence.

relate
the relationship people

Relate counsellors are based throughout BFG. To arrange a free and confidential appointment in your local area, please call our central booking line on JHQ Mil: 2826 or 021 61 472 2826.



The Army HIVE Information Service aims to respond swiftly and efficiently to enquiries from anyone within the Service community. Enquiries are welcomed from serving personnel, their dependants, partners, extended families, veterans, war widows (ers) and MOD civilians.

The HIVE information Support Officers (HISOs) who manage the HIVE information centres have a wide range of information available, focusing on local area education, housing and accommodation, employment and training opportunities, childcare, travel, leisure and health facilities. They hold comprehensive new arrival location overviews for serving accompanied and single serving personnel which aim to assist anyone settling into their new location. When it is time to move on HISOs are ready to provide the answers to questions on the next posting location.

The Army HIVE information service has excellent links with Service and civilian agencies which ensures that up to date, useful and important information is passed on quickly. Close contacts with local civilian authorities and unit staff further ensure that local information is kept current. HISOs work closely with the Unit welfare staff at times of operational deployment and provide a deployment communication pack designed to keep families in touch during these times.

In addition to the information provision role HISOs are able to confidentially refer you to the right person should you have a need for personal help or support and will feed back to the chain of command concerns on issues affecting the Service community.

To find your nearest HIVE go to www.hive-europe.co.uk

Supporting Victims of Crime

SSAFA Forces Help Supporting Victims of Crime offers help to people affected by all kinds of crime, regardless of when and where the crime occurred. Volunteers are specially trained to offer information, emotional support and practical help to people affected by crimes such as burglary, racism, sexual violence and domestic abuse. Volunteers may have contact with a victim of crime just once or offer ongoing support.

Different types of crime can bring different kinds of problems. Some people cope extremely well with the most horrific crimes while others can be very distressed by a minor incident. Our trained volunteers are impartial, non-judgmental and can offer:



- Respond to all inquiries or complaints within 7 working days.
- Be positive and polite in our approach.
- Ensure that our information is up-to-date, accurate and timely.
- Train our staff to provide the Service User with a professional service.
- Ask our Service Users their views and use this information to evaluate and improve our service.

Personal Support

The Army Welfare Workers are comprehensively trained and knowledgeable. They are sympathetic to people's needs and can give confidential support and advice to enable all Service personnel, Civilians and their families to cope with the stresses and strains of Service life whilst assisting them to resolve their own problems. The Army Welfare Service operates a strict Code of Confidentiality; the code is fully explained in the "Confidentiality Code" leaflet available from your Army Welfare Service Office. Everyone who works within The Army Welfare Service is required to follow the Confidentiality Code no matter who they are or what their role is within the organisation.

- We have staff with time to listen.
- We will give guidance on a wide range of problems and explaining the options available to you.
- We liaise with other agencies and make appropriate referrals as and when required.
- We provide advice on all aspects of Childcare and Special Needs for adults, young people and children.

If you wish to speak with someone regarding support, advice or help please telephone the Duty Army Welfare Worker on Mil: JHQ 4817 or Civil: 02161 4724 817 or call into the office at Building 139 (The Horseshoe) between 0900-1300 hrs.

Community Support

We provide learning opportunities, programmes, activities and experiences for all Service personnel, entitled Civilians and their families. These programmes may be social, recreational or educational. They will be locally accessible, affordable, of good quality and responsive to local need. We believe that the best way to support our communities is to listen and develop an understanding of their needs. We will then work with the Chain of Command and the community to fund, and facilitate, appropriate programmes.

For You

The work of the AWS Community Support Team is co-ordinated by a Garrison Youth & Community Officer. Rheindahlen has a professional Community Development Worker who works directly with locally recruited assistant workers and volunteers drawn from the Rheindahlen community. If you feel that you could help then please give us a call in order that our plans and aspirations have a realistic chance of coming to fruition. We need a pool of volunteers that are willing to assist. Training will be offered to those interested in gaining experience and qualifications.

Early Years Development Work

The early years are critical in children's development. Children develop rapidly during this time, physically, intellectually, emotionally and socially. Our aim therefore is to provide access to high quality childcare and integrated early education for those from our Service community who require it. The Army Welfare Services operates a number of Nurseries within the Rheindahlen area; further details can be obtained from the HIVE or from the Army Welfare Service office.

Children's Work

Our aim is to stimulate and encourage children to participate in opportunities and programmes. These will take place within a safe, warm and caring atmosphere thereby enhancing the child's personal, social and emotional development.

Youth Work

Our youth work practice aims to be both educative and empowering, by developing the individual's social skills thus enabling them to make informed life decisions and act on them. We seek to address inequalities by including work with young people most in need. The work is participative by nature in order that young people are involved in decision making. It is much more than recreation, although it uses recreational activities as a medium through which educational outcomes are achieved. AWS is also the operating authority for the delivery of various award schemes, namely Duke of Edinburgh's Award, Youth Achievement Award and Sports Leaders UK Award. It is undertaken in youth centres, through holiday programmes and residential experiences and in partnership with schools and other agencies.

Community Work

Our aim is to help provide recreational and educational opportunities, activities and experiences for people of all ages within the Rheindahlen community. This should enable the best possible use of premises and resources for the benefit of all that live and work within the Rheindahlen area. Having described these specific areas of work it is worthwhile re-stating that our aim within Community Support is to help to provide experiences that respond to the needs of the community.



The Soldiers, Sailors, Airmen and Families Association – Forces Help

Volunteer Projects Office SSAFA Forces Help Western Europe JHQ BFPO 140

Mil: 72 3392 Civ: +49 (0) 2161 472 3392

Email: bfgvpo@ssafa.org.uk

SSAFA Forces Help One Day's Service, A Lifetime of Support

Who are SSAFA Forces Help?

The Soldiers, Sailors, Airmen & Families Association (SSAFA) Forces Help is the national charity supporting those who serve in our Armed Forces, those who used to serve, and the families of both. Each year, we provide a reliable, caring and trusted service to more than 50,000 people worldwide.

What does SSAFA Forces Help do?

Trained volunteers provide direct practical and emotional support to individuals and families in bases and garrisons worldwide. In Service Committees also raise funds throughout the year to support local community projects and provide direct assistance to those in need.

Financial Charges are levied in line with the UK National Health Service dental charges and all treatment is placed in one of three payment bands. The most current charges will be posted in your Dental Centre, local Hive and the Unit Administration Office (UAO).

Payment of treatment is expected to be prompt and your Dental Centre will advise you how to do this via the UAO. Failure to pay for your dental treatment may also leave you without access to a dental facility.

Hospitals

Hospital Services and Referrals

Patients who require routine or emergency medical treatment are referred to German hospitals. The German hospitals to which patients in the Rhine Garrison are referred are the Allgemeines Krankenhaus (AKH) Viersen and St Cornelius Hospital, Dülken. Some conditions are treated at Viersen and others at Dülken. Your doctor will advise you which of the hospitals you will be referred to.

To help you during your visits to AKH Viersen and St Cornelius Hospital the Health Service employs Hospital Liaison Officers (HLOs) who can help with translation and other issues. The Patient Support Service (PSS) assists patients attending other German hospitals and clinics in the local area.

The main telephone numbers are:

AKH Viersen and Kinderklinik Reception:	02162 104 0
AKH Viersen HLO Office:	02162 104 2457
St Cornelius Hospital, Dülken Reception:	02162 4820
St Cornelius Hospital, Dülken HLO Office:	02162 4821 457
PSS	02162 104 2453

If you are attending A&E or admitted to a Non-DGP hospital anywhere in Germany, call the Hospital Hotline on 0800 5889936 to get in touch with a Hospital Liaison Officer. The Hotline is manned 24 hours a day, 365 days per year. Calls are free from a German landline.

Compliments and Complaints

If you wish to comment or complain about your hospital treatment or you wish to make a general point about procedures, you should contact the Hospital Operations Manager on 02162 1042511. Your concerns will be investigated and, where appropriate, you will receive a full, written response.

The Defence Medical Welfare Service

The Defence Medical Welfare Service (DMWS) is based at Dülken Hospital. They provide emotional and practical support to all Service personnel, their registered dependants and entitled civilians who are admitted to Viersen or Dülken Hospitals. They will also, provide this support to patients admitted to other hospitals in the area. They can be contacted by ringing 02162 104 2279 or out of hours in emergencies please call the duty mobile number: 0172 203 7241.

All personnel posted to Germany are urged to obtain Form E111 prior to travelling. This is required for use outside of Germany. Emergency treatment within Germany remains free as detailed SO BAG 3303. Additionally, personnel who plan skiing or adventurous training holidays whether in Germany or any other country are strongly advised to take out appropriate medical insurance.



Station Facilities

Service Community Support

Army Welfare Service

The Army Welfare Service Team provides a range of services to all Service and entitled civilian personnel. We work directly with married and single people, and with any dependants in the Rheindahlen area.

All Army Welfare Services (AWS) are delivered in accordance with the following principles:

- Being responsive to the needs of all the community
- Providing a quality service
- Accountable for our actions
- Providing value for money

The AWS team is based at:

Rheindahlen Support Unit Building
139 Queens Avenue, BFPO 40
Tel: 0049 2161 472 3603
Fax: 0049 2161 472 4534

The AWS Team provides two principle areas of service:

Community Support: That is the provision of support services and facilities to the community as a whole, including childcare, youth and community work. AWS is responsible for ensuring that all work with young people, whether conducted within an AWS setting or voluntary group, is carried out in accordance with Service and Government policy. This includes Health & Safety and the requirement to undertake suitability checks on those working with children, young people and vulnerable adults.

Personal Support: Provides help and advice to individuals on a wide range of personal issues. It is a confidential service and operates outside the Chain of Command except in certain exceptional circumstances.

For You

How can the Army Welfare Service help you?

We provide a Welfare Support Service to assist with many of the challenges that arise in our personal and Service lives.

The Army Welfare Service will:

- Provide a confidential, non-discriminatory support service that responds to the needs of the entire community.
- Give guidance and support to all Service personnel, civilians and their dependants.
- Operate an open access policy for Service Users to all the personal information that is held by AWS.



• Appointments / Cancellations	2600
• Transport Requests	2600
• Referrals Clerk	3397
• Health Visitor Clerk	2632
• Blood Results	4577 (Mon, Weds, Thurs 1400-1500 hrs)
• Medics 16 Sig Regt	3406
• Medics 7 Sig Regt	3390
• Dispensary / Repeat Prescriptions	3684
• Midwives	2287
• Genito-Urinary Medicine / Sexual Health Bielefeld 81 3339 (clinics at Javelin fortnightly)	

Rhine Garrison Community Services

Community Paediatrics JHQ	72 2641
Speech and Language Therapy JHQ	72 4005
PCRF (Physiotherapy Dept)	02163 97 2388
Department of Community Mental Health (DCMH) Javelin	02163 97 2510 / 2373

Dentists

Dental Centre

The facility of dental treatment in British Forces Germany (BFG) is supplied by the Defence Dental Services (DDS). This is a tri service organisation which ensures that all the Garrisons in BFG have dental cover. All Military personnel, their families and entitled civilians may be treated by the DDS.

You will be required to register with the Dental Centre with proof of identification such as passport, birth certificate, dependents ID card etc. A photo copy will be taken and inserted into your Dental Documents as proof that you are entitled to treatment.

Para 40 of SIBF(G) 3303 states: "Only emergency dental treatment will normally be met from public funds during the first 3 months and last 3 months of a tour of duty. Exceptions to this ruling will require authorisation from DPDS."

Footnote 27 on page 65 of JSP 770 further states: "Routine dental treatment is to be initiated at least 4 months prior to the completion of any overseas tour for all categories of entitled personnel."

Location of Dental Centre

Your Dental Centre is located at 7 Beresford Road (behind the fire station).

Opening Hours

The Dental Centre is open Monday to Friday during the following times:

Monday-Thursday	0800-1230 hrs and 1330-1630 hrs
Friday	0800hrs-1230 hrs and 1330-1600 hrs

Any updates to these times can be found at the websites listed below.

www.army.mod.uk/bfghs www.bfgnet.de

Dental Appointments

All personnel can arrange for a check up and routine dental appointments in person at the Dental Centre or by contacting the Dental Centre on:

Mil: (94872) 2495
Civ: (02161) 472 2495



JAVELIN	Mon	0830-1230 & 1400-1630 hrs
	Tue	0830-1230 & Telephone triage only
	Wed	0830-1230 & 1400-1630 hrs
	Thu	0830-1230 & 1400-1630 hrs
	Fri	0830-1230 & Telephone triage only

Sat and Sun Telephone triage only

Sick parade – soldiers reporting sick must do so between 0800 and 0830 hrs (this is only for soldiers on duty). Off duty soldiers must use normal channels.

Dispensary. The Dispensary is stocked with a range of British drugs that are commonly used. If you are on regular medication the doctor will issue you with a repeat prescription. You will also be asked to see the doctor at regular intervals for a check and renewal of the prescription. If you have a repeat prescription, please ask for your medication 48 hours before it is needed. This is to allow the Doctor enough time to get the prescription ready. Please do not leave requests for repeat medication to the last minute as this may lead to a gap in your medication regime.

Hospital and outpatient care is provided at the local Designated German Provider Hospitals (DGPs), who on occasions will recommend German medications. While not wishing to interfere with their treatment, these products are often not fully compliant with UK legislation in that they do not have English instructions or a UK licence, our doctors will seek to provide the British equivalent. If this is not possible, then the German product may be purchased for you and labelled appropriately.

We regret that we are unable to prescribe routine or repeat medications for visiting relatives or friends. Visitors should bring with them a sufficient supply for the duration of their stay.

Visiting Relatives. If relatives or friends are coming to visit you, you need to get sponsorship forms before they arrive from your Unit Welfare Office. This entitles them, whilst here, to see us for urgent GP care at the Medical Centre. We are unable to prescribe routine or repeat medications for visitors. For any hospital care, including A&E in an emergency, a European Health Insurance Card (EHIC) is required. This has replaced the E111 and application forms are available from UK Post Offices or online at www.nhs.uk. Further information can be found on the website: www.dh.gov.uk Formal medical insurance is strongly recommended. Without insurance your visitors may be liable to full medical costs in the event of an emergency.

Enquiries about Hospital Appointments

If you have problems with hospital appointments we will try and help. In the first instance speak to the Referrals Clerk on JHQ 72 2641 or Javelin 02163 97 3397.

Clinics

A range of clinics are offered at both practices: eg.

- Well Women
- Travel Clinic
- Asthma
- Childhood immunisations
- Travel vaccinations
- Family Planning
- Diabetes
- Weight Management
- Genito-Urinary Medicine and Sexual Health

(Please consult your Medical Centre for the latest clinic timings)

When you leave the Practice

Please remember to de-register **all** members of the family when you are posted out

of JHQ/Javelin, so that your notes can be sent on with the minimum delay. This is particularly important if you have been having regular treatment or hospital care.

Health Care Users Group

Representatives from the practices attend the Health Care Users Group (HUG). The group is used for communication between the practice and the population we serve and meets approximately three times per year, all units and married accommodation areas are represented. If you have general comments about the services provided please either contact your representative (usually through Unit Welfare Offices) or speak to us, we always try to provide the highest standard of service, within the resources at our disposal.

Patient Participation Group (JHQ)

The PPG is run by the patients for the patients and acts as a body to suggest, support, advise and liaise with the Medical Centre in JHQ. Meetings are held regularly, are advertised widely and open to all. A suggestion box is situated in the waiting area for any ideas or comments you may wish to have discussed at the meetings.

Medical Centre Transport Arrangements

Emergency procedure

Should an ambulance be required in an emergency, ring Civil 112, (remembering to have your German Post Code available, not BFPO) and a German ambulance will be dispatched to you as quickly as possible.

Please remember to call the Medical Centre (JHQ 02161 472 2969 / Javelin 02163 97 2600) to inform us what is happening and to seek advice if required whilst awaiting the arrival of the ambulance.

Routine, non-emergency transport

Transport is available during working hours between the Medical Centre and local clinics/hospitals. Requests for transport should be made at least 48hrs prior to travel by contacting JHQ 02161 472 4916 or Javelin 02163 97 2600. Transport is available only for patients; if you require transport as a visitor, please contact your Unit Welfare Office.

Useful Telephone Numbers

Emergency Ambulance 112 Out of Hours 02161 472 2969 or JHQ Military 72 2969

JHQ Civ (02161 472) + ext number Military 72 + ext number

• Appointments / Cancellations	2969
• Transport Requests	4916
• Dispensary / Repeat Prescriptions	2772
• Referrals Clerk	2641
• Military Patient Clerk	2841
• Health Visitor	2955
• Blood results	2792 (Mon, Weds, Thurs 1400-1500 hrs)
• Midwives	2968

Javelin Civ 02163 97+ ext number Military 68 + ext number



DRUG WATCH

If you have any
information about ...

... **DRUGS OR USERS**

**WHERE TO
GET HELP**

CRIMELINE
Freephone
JHQ Rheindahlen
CIVIL
0130 84 22 22



Medical and Health Services

Medical Care

Medical care is provided for all military personnel, entitled personnel and registered dependants who are based at JHQ, and Javelin Medical Centres.

Registration

All personnel should register with the practice as soon as possible. We will need to request your medical records from your previous doctor. These frequently take some time to arrive, so the earlier this can be done, the better. By registering at the Medical Centre you are asking us to request and hold your medical records i.e. your previous GP will no longer be responsible for your care.

If you are on long-term treatment or are under hospital care (in UK or Germany), please make an appointment as soon as possible with one of the doctors to ensure that the appropriate follow-up or treatment is arranged.

Please note: Civilians may register at either JHQ or Javelin Barracks Medical Centres, but for continuity you should use the same Medical Centre for all routine treatment. The medical centres are closed to routine business from 1800 until 0800 hrs on week days and at weekends. In order to access medical assistance during these hours you must ring your medical centre on the number below. Your call will be taken by a British Forces Germany Health Services (BFGHS) Out of Hours nurse who will give you medical advice. The result of this telephone consultation will be to ring an ambulance, to arrange a GP appointment routinely or for the next morning, to suggest means of self help, or to arrange for a GP to telephone you.

In the event of a medical emergency you should ring 112. **We do not offer an emergency service.** By ringing 112 you can have a German ambulance at your location usually inside 10 minutes.

How to See your Doctor

Appointments can be made by telephoning JHQ (02161) 472 2969 or Javelin Barracks 02163 97 2600 (Mil: 2600). Appointments can also be made in person.

Normally patients will be seen within 3 days if an appointment with a named Doctor is required. If the problem is urgent and no routine appointments are free, you will be put on the telephone triage system (the process of determining the priority of a patients' treatment based on the severity of their condition). A nurse will call you back with medical advice and refer you as necessary. Midwives are on call 24 hrs and contactable via the reception.

Your Typical Medical Centre Week

Please note that clinics maybe delayed when an urgent situation is being dealt with.

Appointments

JHQ	Mon	0830-1230 & 1400-1630 hrs
	Tue	0830-1230 & 1400-1630 hrs
	Wed	0830-1230 & 1400-1630 hrs
	Thu	0830-1230 & 1400-1630 hrs
	Fri	0830-1230 & 1400-1630 hrs

Sat and Sun Telephone triage only



Key Skills (please see website for more details)

3 Core and 3 Wider Key Skills Levels 1-3

Preparation for Employment

School-leavers (16-25 free) / Persons re-entering employment

12 week course, involving a work-placement.

Skills (Key Skills, Technical Skills) can later be mapped to an Apprenticeship qualification.

Learning and Development Awards:

Assessor (A1) Verifier (V1)

Professional Training and Development free of charge (please see website for more details)

Various courses (see website for details) for everyone: Military, UKBC, Dependant, DEL

ON the HORIZON: NVQs

Hairdressing (in co-operation with SCE schools) Volkshochschule. The Volkshochschule (Peoples High School) is the German version of an Adult Education College. Classes are in German, but there is a useful and comprehensive set of courses in German for a foreigner (Deutsche für Ausländer), which starts at basic level and gradually builds up vocabulary and conversational ability. The Volkshochschule in Mönchengladbach is in Haus Berggarten, Lupensender Strasse 85, Mönchengladbach Tel: 02161 256404. Enrolment is by semester and costs between €5 and €25 per term depending on number of instructional hours.

La Forchetta Trattoria



Gladbacher Str. 67 • 41179 Mönchengladbach
Tel: (02161) 57 05 86 • Fax: (02161) 57 05 14
Mobile: 0172 - 1 67 65 11
www.la-forchetta.net

Enjoy Italian specialities and tasty wines in a
beautiful atmosphere

Opening times:
Mon - Sat 12.00 - 14.30 hrs
and 18.00 - 23.00 hrs
Tuesdays Closed

Rhine Garrison Army Library and Information Centres

The role of the Army Library and Information Service in Germany is to provide information in support of operations, education, training, life-long learning and recreational reading. This is achieved using all the resources of a modern information service, including books, periodicals, DVDs and CD-ROMs, plus Internet and on-line facilities.



Services are free of charge to all entitled personnel, including all military personnel, Veterans, MOD civilians and employees of MOD agencies and their respective families.

ALIS Online provides access to services and information to support the work of the Army, and is available to all military personnel wherever they are posted and at any time.

ALIS Online is available on ArmyNet. Go to www.armynet.mod.uk - From the ArmyNet homepage, the Army Library and Information service is under Education. For further information contact your local Army Library and Information Centre.

Rheindahlen

Collingwood Road,
JHQ BFPO 40
Mil Ext 2616 or MG
Civil (02161) 472 2616

Opening Hours:

MON 0900-1700 hrs
TUE 0900-1700 hrs
WED CLOSED
THU 0900-1700 hrs
FRI 0900-1300 hrs
SAT 0900-1300 hrs

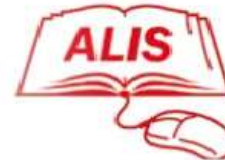
Elmpt

43 AEC
Javelin Barracks, Elmpt
Mil Ext 68 3331 or MG
Civil (02163) 973331

Opening Hours:

MON 0900-1700 hrs
TUE 0900-1700 hrs
WED 1330-1700 hrs
THU 0900-1700 hrs
FRI 0930-1230 hrs

Story Time for Toddlers
every Tuesday 14.15-14.45 hrs



Army Library & Information Service



Provision for pre-school Children

SCE Foundation Stage 1 Settings

From Jan 01 free part-time FS 1 (Nursery) places became available for all three-year-old children in the term after their third birthday.

Woodlands FS 1, 162 Queens Avenue (Managed by St George's Primary School)
Ark FS1 (part of Ark School) Otto Schmalbruch Strasse, JHQ (JHQ 3151) +49 2161 472 3151

Childcare

The Rheindahlen Childcare Centre, at 105 Malta Way on JHQ, offers full day or Term Time sessions for children from 12 weeks to 3 years and is open from 0800-1700 hrs and is managed by the AWS. For more details contact the manager on Tel: 02161 472 4069

Noah's Ark Nursery. This facility is located in bldg 88 at Javelin Barracks and is managed by the AWS. Availability is limited to the number of places. It offers Term Time sessions and is open from 0915-1330 hrs.
Please contact the manager for more details on tel: Mil 2430 Civ: 02163 972430 or email awsnoahsark@gmail.com

Neptune Nursery, Wildenrath. The Nursery is located in the Pegasus building, Wildenrath and is managed by the AWS. The Nursery offers Term Time sessions from 0905-1205 hrs. Please contact the nursery for more details on Tel: 02432 985 9747 or email: neptunenursery09@live.co.uk

Visits of School Children from Boarding Schools in the UK

Parents are advised to acquaint themselves with the regulations contained in JSP 356 Chap 7. Further assistance and necessary forms can be obtained from the RAO (JHQ 2929) MG Civil (02161) 472 2929.



Adult Education

34 Army Education Centre Group

Cambridge House, 4 Moore Road, JHQ.

34 AEC offers a wide range of facilities for individuals living in the JHQ area, these are Soldiers CLM (Command Leadership and Management) Courses and Basic Skill courses which include; Numeracy and Literacy run throughout the year to support Army personnel. The Personnel and Community Development and Learning (PCDL) programme provides a number of vocational and recreational courses, which are available to military personnel, civil servants and dependants. These are run in the daytime and evenings, and courses available include jewellery making, belly dancing and digital photography. There are GCSE qualifications in accounting and German, basic German classes starting at level 1 to intensive level 3. A comprehensive booklet detailing the courses on offer is available every term from reception at Cambridge House 34 AEC.

Anyone requiring resettlement advice or would like to start studying in his or her own time should book an interview with the Individual Education & Resettlement Officer (IERO). The IERO can also provide information on careers options, distance-learning courses, Open University opportunities etc. The Army Learning Centre (ALC), working with LearnDirect allows individuals to complete on-line courses, which lets them learn where they choose. It offers over 500 courses and NVQs online covering skills for life, IT and business and management. For further details call JHQ Mil 3084 or Civilian 02161 472 3084. There is also a well-stocked Library only a short walk from Cambridge House. For more information about the Library telephone JHQ Mil 2616, Civil 4722616.

For information and advice about education facilities here in JHQ drop into the Centre between 0830-1630 hrs Monday to Thursday and 0830-1300 hrs on Friday's or telephone 02161 472 3303 / 4701.

Vocational Training (VTS) British Forces Germany

Tel: Mil 948 72 4086 / Civilian +49(0) 2161 472 4086

Other offices in: Gütersloh / Paderborn / Bergen-Hohne Email: vts@bfgnet.de

Website: www.bfgnet.de/Community/vtsbfg

OUR MOTTO:

Helping YOU Achieve Your Goals

We provide the assistance learners need to progress into or within their professional role. A City & Guilds and OCR (Oxford, Cambridge and RSA) Approved Centre. VTS works with SCE schools, in partnership with all education providers and G1 Welfare Agencies, to enable the community to realise their full potential. The staff attend BFG Careers Fairs, provide CV Writing and Interview Skills training at Secondary schools and have been part of drawing up the Joint Area Prospectus.

VOCATIONAL QUALIFICATIONS:

Foundation Apprenticeships free to 16-25 year olds

Business & Administration (B&A) or Customer Services (CS)

Key Skills qualifications, Technical Certificate and a National Vocational Qualification (NVQ) Level 2

NVQs (please see website for more details)

B&A Levels 1-4

CS Levels 2+3

Multi-Skilled Hospitality Level 1



Application for admission of an entitled fee-paying child to an SCE school should be made by the parents / carers to the Headteacher of the school.

Admission is subject to the availability of a place in the school.

Admission of non-entitled children

Where there is spare capacity at an SCE school, non-entitled children may be admitted on a fee-paying basis.

Application for admission of a non-entitled child to an SCE school should be made by the parents / carers to the Headteacher of the school.

Age of first admission

Children are admitted termly to Foundation Stage 1 settings. A child is eligible for admission from the beginning of the term following his / her third birthday. For this purpose, terms are defined as beginning on 1 September, 1 January, and 1 April regardless of actual term dates.

Children are admitted annually to Foundation Stage 2 classes. A child is eligible for admission from the beginning of the school year following his / her fourth birthday. For this purpose, the school year is defined as beginning on 1 September regardless of actual term dates.

Admission to an SCE school as a boarder

For children who live beyond daily travelling distance of an SCE secondary school, SCE maintains boarding houses at King's School in Gütersloh Prince Rupert School in Rinren and Windsor School at Rheindahlen.

Admission to boarding is subject to the parents' / carers' written agreement to accept a range of responsibilities.

Headteachers of SCE boarding schools have the right to refuse admission as a boarder. For further information about boarding places please refer to HQ SCE – www.mod.uk/sce

Parental preference

Children of entitled parents normally attend the designated SCE school for their quartering area. However, parents have a right, as they do in the UK, to express a preference for a place at an alternative SCE school. Places - other than at the designated school - will only be allocated if there is spare capacity at the preferred school.

Retention of children in SCE secondary schools

Children attending SCE schools overseas normally move with their families on posting. Some children will be studying for public examinations, to be taken at age 16 and beyond, and may have reached a stage in their course when a change of school would reduce their chances of success. Subject to certain conditions these children will be permitted to remain at school until they have completed their examinations.

For further information about retention is available from each SCE secondary school or from HQ SCE – www.mod.uk/sce

Admission of adults to SCE schools

Under the "Return to Learn" scheme, entitled adult students may be admitted to SCE secondary schools to attend post-16 examination or vocational courses on a "fill up"

basis. Places for adult students are available only where classes are already provided by the school as part of its current programme and where the admission of an adult student or students would not be to the detriment of entitled pupils.

The admission of "Return to Learn" students is subject to a satisfactory Criminal Records Bureau check.

Schools

Primary

Ark School – Otto Schmalbruch Strasse, JHQ (JHQ 3151) +49 2161 472 3151

Essex Drive, Cornwall Drive, Brailmont Road, Elgin Walk, Farfar Way, Dorchester Way, Roxburgh Drive, Bangor Walk, Winchester Way, Derby Walk, Cumberland Drive, Exeter Way, Salisbury Walk, Dolgelly Walk, Hertford Way, Marlborough Road (East), Londonderry Drive, Cardigan Way, Lancaster Way, Flint Drive, Cupar Way, Appleby Walk, Worcester Way, Norwich Walk, Belfast Walk, Roberts Road, Aylesbury Way, Hereford Walk, Sussex Drive, Durham Walk, Carlisle Avenue, Lincoln Drive, Gloucester Avenue, Sterling Walk, Taunton Way, Pembroke Drive, Lewes Walk, Kinross Drive, Canterbury Way, Leicester Way, Marina Way, Stafford Way, Bodmin Walk, Wrexham Walk, Marlborough Road (West), Oxford Walk, Buckingham Way, Portadown Way, Lanark Walk, Argyll Drive, Brecon Walk, Dingwall Way, Shrewsbury Way, Ballymena Walk. Also for those qtrs in the Ayrshire estate at MG.

Brüggen School – Elmt Station, Javelin Barracks, (68 2681) – Civil (02163 972349) For all accommodation areas at White City, Windberg in Mönchengladbach.

Andrew Humphrey School – Wildenrath BFPO 40 (02432 8520)

Secondary

Windsor School – Snyders Road (JHQ 2412) MG Civil (02161) 472 2412
RMC, Elmt Station, Mönchengladbach, Waldniel, Wegberg, Wildenrath.
Uniform is Black Trousers, White polo shirt and Windsor Logo Sweatshirt.

Child Guidance Centre

The local SCE Educational Psychologist and Senior Social Worker are based at the Child Guidance Centre, Building 33, Chazal Road, JHQ BFPO 40.

Tel: JHQ Mil 8506, Civil 02161 472 8506.

Careers Advice

The Careers Centre is located in Windsor School, Rheindahlen. It is staffed by a qualified and experienced careers adviser, employed by SCE. There is an extensive careers library, containing items available for loan and many handouts may be taken away. Anyone wishing to make an appointment with the Careers Adviser should telephone JHQ 2585 or 2838 or Civil 02161 4722585 or 4722838. The Careers Centre is open to callers during office hours on weekdays including school holidays. Careers advice is available not only to school pupils but also to dependants and entitled persons up to age 23.





Adult /Children's Education / Youth Activities

Service Children's Education

SCE is an Agency of the Ministry of Defence. It provides the children of Her Majesty's Armed Forces - and other members of the Ministry of Defence and sponsored organisations stationed overseas - with access to a first-class education system.

SCE aims to mirror the state education system in the United Kingdom - from Foundation Stage through to sixth form - and to ensure that children benefit from their stay overseas.

SCE schools follow the English National Curriculum, administer national curriculum tests and public examinations and are inspected by Her Majesty's Inspectorate (HMI). Teachers in SCE schools, are UK qualified professionals especially recruited for service in SCE schools.

Each SCE school has a **School Governance Committee** that represents the local service community in a manner similar to the way Governors work in the UK and, as an Investor in People, SCE provides a very comprehensive programme of training and development for its staff.

SCE Headquarters is located in Germany: an Executive Board leads the service. Assistant Directors provide day-to-day direction for the service.

Educational psychologists, social workers and a team of specialist Inclusion Support staff work from three Pupil and Family Services Centres in Germany and one in Cyprus. The Agency works very closely with relevant partner organisations such as the British Forces (Germany) Health Service and the Army Welfare Service.

Except for very small isolated detachments; primary schools are established in all overseas commands. Secondary school provision is available for all pupils in North West Europe and Cyprus, whether at local secondary schools on a daily basis - or in boarding schools in Germany at Rheindahlen, Rinteln and Gütersloh. All secondary schools are run on comprehensive lines.

Additional Educational Needs

Children with a wide range of special and / or additional educational needs are supported in SCE schools. However, SCE does not have any special schools, special units or pupil referral units, and is unable to make provision overseas for the complete range of special needs. Queries about support for children with Special or Additional Needs should - in the first instance - be referred to the UK-based Children's Education Advisory Service (CEAS).

- enquiries@ceas.detsa.co.uk
- 0044 (0)1980 618244 (civilian) or (9)4344 8244 (military)

ADMISSIONS TO SCE SCHOOLS

Application for admission to an SCE school should be made by the parents / carers to the Headteacher of the school. Parents / carers must complete the SCE admission form and have it certified by their Employing Unit confirming their child's entitlement to free education in a SCE school.



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Bowden, Post Office, Woolwich
Barracks. August 2008.

Städtisches Museum
Schloss Rheydt

18th November 2012
- 17th February 2013
Tuesday to Sunday
from 1100-1800 hrs

www.schlossrheydt.de

MÖNCHENGLADBACH



The Joint Service Housing Advice Office (JSHAO) – Helping you to civilian housing solutions



What is the JSHAO?

The JSHAO provides Service persons and their dependants with housing information and advice. We also, where possible, help you to obtain placement in social housing on leaving the Service. We can also help service welfare/compassionate cases and separated families from overseas to find appropriate housing on return to the UK.

Helping you to civilian accommodation

The JSHAO runs 'Housing Solutions' and "Housing Options" briefings for Service Personnel. The Solutions briefings are designed as mid career presentations to highlight the need to make early provision for your civilian housing. The 'Housing Options' briefs are run in Resettlement Centres in the UK and Education Centres in Germany, Cyprus and Gibraltar. These one day briefs are designed to give you the information to help you make informed choices on your civilian housing. While Housing Options are normally attended in the last 2 years of Service, any Service person and/or their partner is welcome at any stage of their Service.

What information do we hold?

We can obtain information and contacts for most of the UK's social housing sector which includes council housing and housing association homes. We can provide you with pamphlets and information sheets on the multitude of different subjects regarding housing provision. Very often these days we will direct you to the appropriate web site. All this information is available to you, just call or e-mail our office.

The MOD Referral Scheme

The JSHAO runs the Ministry of Defence Referral scheme. This scheme may be able to help you if you are looking for housing association housing on leaving the Service. Information and an application form can be found on our website or call the office and talk to the MOD Referral Scheme Coordinator.

Affordable Housing

With UK house prices still high lots of Service personnel express interest in schemes which share the cost of housing with some form of government backed ownership plan. HomeBuy helps successful applicants to buy their home using a government interest free loan to fund part of the property. These schemes are generically known as HomeBuy schemes. Service personnel are recognised as Key Workers and as such have priority access to these schemes. For details of the schemes and options go to the JSHAO website. If you have any queries then come back to the JSHAO staff with them.

Buying your own house

Buying a house is one of the most exciting things you ever do. However, it is also one of the most daunting. The JSHAO has factsheets that explain the process. We can advise on websites you will find useful to get details of properties, solicitors and surveyors. We can even point you in the right direction to help you find the right mortgage.

For those of you thinking of building your own home we have some very practical advice and information.

Help from the Services

In 1996 the MOD introduced the Long Service Advance of Pay Scheme for Army and RAF personnel (the scheme has been available to Naval personnel for many years). The JSHAO holds details of the scheme. Never commit yourself to purchase until you receive confirmation from the Tri-service LSAP centre of your eligibility for the loan.

JSHAO monthly magazine 'Housing Matters'

Ten months a year the JSHAO produces a magazine. It contains lots of information designed to help you when you are considering your civilian housing. Copies should be easily available within your unit but if you have difficulty in obtaining a copy please ring the JSHAO or visit our website.

How to contact us?

We have lots of information that may be useful to you so why not contact us.

JSHAO on line: www.mod.uk/jshao

JSHAO

HQ Land Forces, Building 183, Trenchard Lines, Upavon, Wiltshire SN9 6BE

Tel: 01980 618925

E-mail: LF-JSHAO-mailbox@mod.uk

Mil: 94344 8925

SPACES – Single Persons Accommodation Centre for the Ex-Services

If you are single and about to leave, SPACES may be able to help you to find somewhere to live. SPACES is tasked by MOD to help place single Service leavers in appropriate accommodation as they leave. It is located within the Resettlement Centre at Catterick Garrison, North Yorkshire.

SPACES

Regional Resettlement Centre, St Aidans Road, Catterick Garrison, North Yorkshire, DL9 3AY.

Tel: 01748 833797 Fax: 01748 835774

E-mail: spaces@echg.org.uk

SSAFA Forces Help Housing Advisory Service

Once you leave the Forces and/or MOD accommodation, you can still get information, help and advice with your housing problems from SSAFA Forces Help, 19 Queen Elizabeth Street, London SE1 2LP or ring 0207 463 9398. This service is available to your dependants and wider family (parents, etc) whilst you are still serving.



- Deutsche Telekom telephone line and broadband packages request.
- Forwarding of National and International mail.
- A small selection of stationery and greeting cards are available to purchase
- Purchase of German T-Mobile SIM cards.
- Mobile Phone Credits for D1 T-Mobile, D2 Vodafone, Eplus and O2 (Top ups).
- English spoken.

Opening Hours:

Monday to Thursday

0930-1200 hrs and 1245-1400 hrs

Friday

0930-1300 hrs

Telephone number:

02161 / 5737447 Fax: 02161 / 573744

Postal address: Oakham Way 15,
41179 Monchengladbach.

Refuse Collection

Conservancy/Rubbish Collection

In this area of Germany household waste is segregated into a number of different categories. Full details of what goes where, plus the collection times, are shown on a colour coded chart which should be found in each MQ. Replacement copies of the chart may be obtained from the Housing Office situated on Queens Avenue.

- On collection days place your bin at the pavement edge by 0800 hrs. Only bins with properly closed lids will be emptied. The dustmen will remove additional refuse in sacks/carrier bags placed by the side of bin.
- Do not pack your bin too tightly. When tipped up, the contents are expected to fall out freely; law forbids the dustman to use his hands to free the contents.
- All kinds of kitchen/domestic rubbish may be placed in the black dustbin, including ash, sweepings etc. provided it is not overloaded, but the following items are prohibited; paper, bottles and glass, cans, hot ashes, cinders, fluids, acids, snow or ice, earth, excrement of animals, garden refuse, carbide, explosives of any kind, stones or heavy metal objects which may damage the interior workings of the garbage truck.

Marking of bins

Dustmen are not very particular where they leave your bins after emptying them. Therefore, paint on your house number as a safeguard against loss.

Complaints

Any complaints regarding the service, which is provided by the Cleansing Department of the City of Mönchengladbach, should be directed to the QM Department RSU (JHQ Mil 4740 or MG Civil 02161 4724740).

Paper Collection

All papers, magazines, catalogues, cardboard and any other type of paper: to be flattened and tied in bundles for easy lifting and to prevent any unwanted distribution by inclement weather (not to be put into plastic bags).

Bulk Refuse Collection

A bulk refuse collection is made monthly; check the dates with the Housing Estate Manager. Box, tie up or otherwise secure your bulk refuse to avoid it being blown about and place it at the pavement edge on collection days. The Stadt will not remove furniture, deep freezers or other such large articles. The QM's department can remove these. You should ring Estate Management (JHQ Mil 2097/3255 or Civil 02161 472 2097/3255) to arrange a collection time. A note of warning. Do not use containers for which you have any further use.

Disposal of Old Refrigerators

The cooling fluids of refrigerators and deep freezers can contain liquids, which are extremely dangerous to the environment if disposed of in the normal manner (i.e. bulk rubbish). Ring Estate Management on JHQ Mil 2097/3255, Civil 02161 4722097/3255 /mobile 01738873778 for removal of these items.



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Utilities

Fuel and Light

X/Y Scheme – Living Accommodation Fuel and Light Charges

As a general rule, we in Germany occupy larger federal accommodation, endure more severe winters and face higher fuel costs than our United Kingdom counterparts. In order to redress the balance, the X/Y scheme was introduced to ensure that, despite these factors we are not obliged to pay more on fuel and light than we would expect to pay at home.

Briefly, the X factor is the amount of money, which the occupant of the accommodation would normally expect to pay annually on fuel and light if living in the United Kingdom. The Y factor is a fixed assessment of fuel and light for a particular accommodation. This assessment varies with the size of accommodation and it is expected that most occupants of accommodation will consume fuel and light up to the quantities allowed for the Y factor. Annually, on 1 October and at handover all X/Y accounts are balanced. Those who have consumed less than their allowance will receive a rebate and conversely those who exceed their allowance will be debited for the excess. In order to alleviate the burden of a huge bill at the end of the annual balancing, the amount of the X factor is deducted from your salary on a daily basis, there being a different rate for the summer and winter months.

Waiver of charges

Occupants of accommodation with shared facilities i.e. heating and domestic hot water can apply for a waiver of charges when vacating their married accommodation for periods in excess of seven days.

Keeping a Check on Consumption

A record of your meter readings at takeover will serve as a useful guide in monitoring your usage of fuel and light. Your allowance of electricity covers cooking, lighting and service supplied electrical appliances only, additional items such as washing machines, freezers and tumble driers are heavy consumers of electricity and are not covered, so it pays to keep a close watch on your consumption. If you have any questions or queries regarding the X/Y scheme you should contact the X/Y clerks at the Payments and Receipts Office Budget Office, Grattan House, RSU, BFPO 140 ext 4490. Any disputes of your X/Y bill should be submitted in writing to J8 Finance UKSC BFPO 140. All meters are read by housing staff on Handover; please keep your copy of the transaction. Should there be a query then write to the above address giving all the details.

Pet Registration

The Pet application Form which can be found in the Rheindahlen Support Unit Welcome Pack should be returned to the Pet Registration Clerk prior to arrival. Within 2 working days of arrival all dog owners must make an appointment with the Pet Registration Clerk (Ext 2499) to register their animal. Currently, the Pet Registration Administrator is located in Room 35 of Building 143 (Housing Office) the Horseshoe Building. The dog is to accompany the owner at the registration process. All other pets do not require an appointment but must still be registered.

Telephones

Private Telephone / Internet for Home Facilities

The German Telephone / Internet (broadband Package) Provider is Deutsche Telekom AG and operates the service in a similar way to British Telecom.

Telephone services can be arranged by visiting a local T-punkt shop (telephone shop) on the high Street in your city.

Another option would be to visit your local German Post Office on JHQ who also deal with DT phone line and Broadband packages with several years of experience supporting the Military; providing excellent rates and best packages for individual needs, The German Post Office also carry on the service by providing a Support Network for the Community with any problems that should arise with DT during your time in BFG.

A UK or neighbouring country telephone is not compatible for use within the telephone sockets in Germany.

How to Obtain your Phone

You may buy a telephone at most domestic electrical shops and big supermarkets, (Real, Media-Markt or Saturn) which stock a large range of, approved telephone equipment including answering machines and facsimile machines. They usually include a guarantee period of 2 years and may be purchased using tax-free concessions.

The T-punkt shops also offer a big range of phones by DT

Note: It is against the law to use telecommunications equipment in Germany without complying with the applicable licensing requirements and stiff financial penalties can be applied together with the confiscation of the offending equipment for infringement of this regulation.

Other Methods of Paying for International Telephone Calls International calling cards Banana's for € 5.-, € 10.-, € 25.-

Available from the German Post Office on JHQ

Telephones and Satellite

All the accommodation in JHQ has cable TV outlets installed by a local contractor offering BFBS television, AFN, and a wide range of English, German and Dutch satellite channels. Sport is very well represented! And for all but the wildest channel hoppers the monthly fee, which is less than a SKY card, is good value. For initial connection or emergency call out for repairs – 021 61 570286. On no account are satellite dishes to be attached to married accommodation. Freestanding dishes are allowed but are still regarded as encroachments and authorisation is required through the Housing Office. The drilling of holes in UPVC window frames to allow the passage of TV cables from antenna/satellite dish to the TV set will render the occupant liable to charges for the complete window unit.

German Post Office on JHQ

The German Post Office is situated to the left of the Encounters Community Centre, opposite the English Post Office and the RSU Welfare Centre. The German Post Office supplies a service to the Rhine Garrison area including Elmpt and Ayrshire, it is run self employed by an Army Wife, it is also available for all civilians within the local area of MG

This Post Office provides the following services:

- National and International posting of letters and parcels via DHL.
- Purchase of International calling cards, banana's € 5,- € 10,- € 15,-





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Work Services and Occupants Responsibilities

The Defence Infrastructure Organisation (DIO) have appointed **Babcock Support Services GmbH** as the new industry partner to deliver direct maintenance of the British forces Estate in Germany.

All requests for work in accommodation should be passed to:

- By telephone on German freephone 0800 888 4242
- Via the web portal <http://bssghelp.babcock.co.uk>
- Via webchat, an interactive instant messaging service that will let you interact with an agent. This can be found at <http://bssghelp.babcock.co.uk>
- Via email at: bssghelp@babcock.co.uk
- Via fax: 05254 0 9573499

Emergency Call Out Procedure

Emergency call out is normally necessary for burst pipes, gas leaks, serious electrical faults, severe storm damage and lack of heating during very cold weather. Contact Babcock on German freephone 0800 888 4242

Frost Precautions

Occupants of accommodation and hirings with individual boilers equipped with automatic heating controls are responsible for ensuring during periods of absence in the cold months that the heating system is left in operation and set to at least 6 deg C (frost control) to prevent freezing. German central heating systems are separated from the cold water mains, and top up water is not automatically fed into the system, so it is recommended that the cold water mains should also be turned off during periods of absence. Then should the heating system break down and the system freeze only the water present in the domestic hot water system will drain into the dwelling, greatly minimising the damage. Occupants should also take precautions against frost damage to any external tap fittings. The internal valve should be turned off, the drain cock adjacent to it should be open and the external tap should be left open.

Outside Areas

Residents in houses are required by Stadt by-laws to keep footpaths (front, side and rear of their married accommodation) free from weeds.

General Maintenance of Areas

Occupants are responsible for ensuring that the fenced area at the back of their accommodation is kept in a tidy condition. Paths and beds are to be kept free from weeds; lawn is to be mown (rear and front grassed areas) and hedges trimmed. In cases of neglect charges may be raised on handover. Private cars are not to be parked on grassed areas.

Litter including weeds, dead plants and grass cuttings, is not to be dumped outside gardens in roads and lanes, nor in the open areas between accommodations. You should contact Estate Management (JHQ Mil 2097/3255 or Civil 02161 4722097/4723255) who will arrange collection.

Bushes are not to be removed from gardens without the permission of DIO; trees may not be felled. Flowerbeds are not to be created in front of married accommodation, other than alongside the walls of houses. The erection of any kind of temporary building such as a carport or lean-to shed anywhere in the RMC is not allowed, as is the erection of any fencing outside the area of the garden.