

*Getting Settled in Netherlands
and the Tri-Border Area*



*In-processing
and Relocation Guide*



U. S. Army Garrison Schinnen, Netherlands

Welcome to U.S. Army Garrison Schinnen



Welcome to the United States Army Garrison Schinnen. We are the executive agent for base operations services for American communities supporting Allied Joint Forces Command Brunssum and other NATO and non-NATO units. USAG Schinnen also provides garrison support to Soldiers in Netherlands and northern Germany including Bremerhaven, Hamburg, Bonn, Rheinland, and Geilenkirchen. The area we support is large, the mission varied and our focus on support to Americans at NATO is a distinction. We continually work to ensure force protection and safety while striving to increase your quality of life.

Although we are geographically dispersed, there are numerous services, programs and facilities that are available within a short commuting distance. Whether you are a retiree, Civilian, Family Member, NATO partner or active duty U.S. military, we want you to be aware of all the opportunities available to you.

Day to day information, late breaking announcements, AFN links, movie schedules, and the web links to services in the Benelux region begin at the USAG Schinnen web site: <http://www.usagschinnen.eur.army.mil>. You are also highly encouraged to send an e-mail to paousagshi@benelux.army.mil so you can subscribe for news updates from the USAG Schinnen Public Affairs Office.

We want you to quickly realize that the Schinnen area is a great place to live and work and become familiar with the resources that will enable you to be an active member of our community. In addition to the webpage, other sources of information include: the Best of the Benelux guidebook; the Benelux Edge magazine, the Canadian Forces Radio Network as well as our own Armed Forces Radio and Television Service. Collectively, these sources form a system of information designed to keep you informed and aware of opportunities.

Once again, welcome to the Benelux region and to the USAG Schinnen community!

Mission Possible!

The U.S. Army Garrison Schinnen provides quality of life and installation management to supported elements in the Tri-Border area. The Garrison also conducts force protection operations to maintain community security and, on order, supports reception, staging and onward movement of forces in transit through our area of responsibility. The USAG Benelux in Belgium is the Garrisons' higher headquarters.



The USAG Schinnen area of responsibility is the most widely dispersed in U.S. Army-Europe, providing logistical support over 140,000 square kilometers to 105 customer activities at 17 locations.



The Garrison supports units within Netherlands and Northern Germany. Meeting customer requirements provides a unique challenge as the Garrison contends with different

laws, regulations and cultures that exist within these countries. The Garrison works daily to live up to the unit motto, "Mission Possible!"

For questions regarding in-processing or out-processing, please contact the CPF located in building 8 on Schinnen, Room 215; telephone DSN 360-7334/7544 or commercial +31(0)46-443-7334/7544. When dialing from the U.S., dial 011-31-46-443-7334. Inside Netherlands dial 046-443-7334.

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Chapter 1– Overview

Living in Netherlands offers many opportunities that are fun and enriching to one's life, like learning about a new culture, living the "European lifestyle" and sightseeing. There are also some aspects that can be a source of difficulty. With proper planning and information, however, these difficulties can be minimized so that they do not cause undue hardship. This booklet is all about making your transition a smooth one.

1. **LANGUAGE**: Although it is a good idea to learn some Dutch, the vast majority of Dutch people speak English, so communication is generally not a problem.

2. **MEDICAL/DENTAL CARE**: Members of the USAG Schinnen are supported by the U.S. Air Force medical and dental clinics in Geilenkirchen, Germany (approximately 15 miles from Schinnen). These facilities are small and provide limited services. Their primary mission is to take care of active duty service members. Family members and Civilian employees are usually referred to Dutch or German physicians by Tricare, which is also located at the Geilenkirchen Health Clinic. Tricare maintains a list of German and Dutch physicians, including specialists, who speak English and meet strict medical standards of practice. Standards of practice in Germany and Netherlands are as strict as those in the United States, so rest assured that your medical needs will be satisfactorily met when referred to one of these physicians or dentists.

3. **HOUSING**: There are no military housing areas in Netherlands. As a result, you will be living in either a private leased or government leased Dutch home. Dutch houses and the rooms within are smaller than American houses. It is sometimes not possible to fit a king-sized bed into a Dutch bedroom. Another limiting factor for large, American-style furniture in Dutch housing is that most still have narrow, spiral staircases leading from the first to the second (or third) floor. The same is true leading to the basement. It is advisable to not bring large pieces of furniture. Instead, bring furniture that can be taken apart and reassembled if possible. Some homes are air-conditioned but most are not. Central heating is standard. Generally, each room has one or more radiators that must be manually turned on and off and adjusted. Utilities are expensive, so conserve heat whenever possible by keeping the heat turned off in rooms that are not used and keeping windows closed during the winter. Dutch houses tend to be made of stone and concrete. You're advised to open windows in each room for about a half an hour each day, even during the winter, to allow moisture to escape. Otherwise, you may get mold on the walls that you will have to have removed when you clear quarters or else pay to have the landlord remove it. Most Dutch houses tend to have one complete bathroom (toilet, bath, shower, sink) and one or more "half" bathrooms, which consist of a toilet and a sink. Be sure to air these out as well to prevent mold.

Most houses have a built-in kitchen furnished with a stove, oven and sink. The Housing Office may supply you with these appliances if they are not already installed. In addition, they will supply you with an extra refrigerator (Dutch refrigerators tend to be too small), a food freezer and washer and dryer. Houses in Netherlands are usually close together, so to maintain close relations with you neighbors refrain from playing loud music. Do not be surprised if your neighbors drop by to invite you to visit them. The Dutch are friendly, like Americans, and are informal. Take the initiative to invite your neighbors to your house. Good personal relations are a sure way of having a pleasant living experience during your tour here in Netherlands.

4. AUTOMOBILE INSURANCE: There is no way around it, automobile insurance in Netherlands is much more expensive than in the United States. While fire, theft, and collision insurance are not required, a high amount of liability insurance is required, which greatly increases the cost of the insurance. Check with the Financial Readiness Manager at ACS to discuss your options.

5. HEADSTART PROGRAM: This is an excellent, one-week program, given at the Education Center, for all new personnel. You will learn about life here in Netherlands, receive an introduction to the Dutch language and gain valuable information to help you adjust to your new world. Ask your sponsor and supervisor about attending as it will be well worth your time. The Headstart Program is open to military members, Family members, and Civilian employees.



Chapter 2-Sponsorship

Prior to arrival

The Army Sponsorship program is extremely important. Sponsors do more than just pass information. While helping Soldiers and their Families adjust to their new community and places of work, sponsors give Soldiers their first impression of the command.

How well Soldiers perform while assigned can be determined by the first impression they get through their sponsors. Your sponsor should have already conducted the following to ensure a smooth transition to our community:

- ◆ Provided you a welcome packet
- ◆ Made arrangement to pick you up from your port of embarkation
- ◆ Reserved Temporary Quarters for you and your Family
- ◆ Provided you with a mailbox number and forwarding address

Soldiers who arrive in the Tri-Border area without a sponsor will be assigned one immediately on arrival. The gaining unit's chain of command is responsible for assigning a sponsor.

Youth Sponsorship

Do you have a child in 6th-12th grade? We can match him/her with a youth sponsor who can help ease the transition to a new community and school.

Contact email:

cys.schinnen@eur.army.mil, or call DSN 364-3008 (31 45-526-3008) or DSN 364-2023 (31 45-526-2023).

Exceptional Family

Members Program (EFMP)

The EFMP provides an all-inclusive approach for community, educational, medical, housing, and personnel services for Families with special needs. The EFMP works with military and Civilian agencies to provide these services based upon federal laws, DoD authority and Army, Air Force, Marine Corps and Navy policy.

All services use the EFMP to identify Family members who have special needs prior to assignment. This assures Families move to locations where the Department of Defense Dependents Schools have established programs for children with special education needs and the medical departments are equipped to care for them. Your AFNORTH International School Tri-Border Medical Staff and support agencies can adequately provide for normal EFMP cases.

Intermediate communications

Prior to your arrival, continued communication between you and your sponsor is a vital link in reception and integration. If your arrival date, time or circumstances change please notify your sponsor as soon as possible. Army personnel can also get important information from S G A T E at: <https://www.sgate.hqusareur.army.mil>.

Chapter 3-In-processing

Central Processing Facility (CPF)

The Central Processing Facility provides in/out processing support, JFC-HQ Brunssum ID Card Forms, and Ration Control requirements for Soldiers, Family members and Civilian employees assigned to or supported by USAG Schinnen with minimum delay for the individual or Family.

All active duty Service members, Department of the Army Civilians, Non-Appropriated Fund (NAF) Civilians, and Department of Defense Civilians must in/out-process the Central Processing Coordinator, the first workday after arriving in the community.

Hours of Operations:

Monday thru Friday
0800-1630

Closed from 1200-1300
(Closed for all U.S. Holidays)
Building 8, Room 215,
Schinnen, Netherlands

In-processing requirements will be adjusted to the needs of the new arrival. Personnel will not be required to in-process community activities in which they have no interest in visiting or using.

Gaining units will not assign duties to Soldiers until they have completed in-processing.

In-processing Procedures (Military)

Arrival Day Plus 1- Upon arrival, Soldiers will be greeted by the CPF Coordinator, briefed on in-processing procedures and be shown three mandated videos: "Sexual Assault Awareness", "Our Army at War – BE SAFE", and "Armed Forces Recreation Center Resort in Europe".

Soldiers will be issued a Soldier Readiness File used for the Pre-deployment Processing Program, provided a Tobacco/Liquor Ration Card, JFC HQ ID Card application and scheduled for our weekly in-processing tour.

Appointments will be provided to you for the following agencies: Finance, Personnel Services Center, Army Community Services, Transportation and Housing for the following day. You will also be issued an in-processing checklist, using the USAREUR Community Automation System (UCAS).

As you go through these agencies, you will be required to have each station initial your in-processing checklist. The in-processing checklist will be completed and returned to the Central Processing Coordinator not later than 12 days after issue.

Incoming Soldiers and Civilian employees are strongly encouraged to have an AKO e-mail account and to share this e-mail address with their sponsor.

Chapter 3-In-processing

Supplemental In-Processing

Some events may require individuals to perform additional in-processing outside the timeframe. Examples of these requirements are as follows:

Arrival of Deferred-Travel Family Members. Soldiers will notify their commands of deferred-travel Family members. Within 5 duty days after the Family arrives, the Soldier and his or her spouse will visit the CPF for supplemental in-processing. Soldiers who are issued deferred travel for Family members based on the availability of housing will be required to in-process at the garrison housing office during initial in-processing. Soldiers will be allowed time to schedule follow-on appointments at the garrison housing office and complete necessary requirements for housing. In-processing at the CPF will include an orientation briefing and processing through the following work centers:

1. Personnel.
2. Medical and dental.
3. Finance.

Privately Owned Vehicles (POVs). The local transportation office will notify individuals when their POVs has arrived. Individuals must go to the Vehicle Processing Center in Schin-nen to pick up their POV, pass a safety inspection, and register it through the

local U.S. Forces vehicle registration office.

Arrival of Household Goods (HHG). Newcomers should report to the Personal Property Office upon arrival so that they can start tracking their shipment. Upon notification of a shipment's arrival, you must schedule a delivery date and be at your quarters on that date to accept delivery. HHG shipments for newcomers to Schinnen

should not include Personally Owned Firearms (POF). Host nation law is to absolutely minimize the import of weapons. The need to have a weapon must be proven to local authorities and

there is no guarantee the Netherlands will approval request). Newcomers will not have the option to store POFs in the unit arms room due to the limited available space.

Private Rental Housing. If Government-controlled housing is not available within 30 days after the Family's arrival, Soldiers may be issued a certificate of non-availability. In this case, the Soldier will report to the garrison or Allied Support Group housing office to complete in-processing requirements and be assigned a counselor with the community housing referral and relocation services (CHRRS) office. If applicable, Soldiers will notify their units that more time is needed to seek private rental housing.



Chapter 3– In-processing

In-processing Procedure:

Day 1: Report to Central Processing Facility with sponsor, schedule appointments, watch video (1 hour).

Day 2: Finance, PSC, Army Community Service (ACS), Installation Access Control System.

Day 3 & 4: Housing, Transportation, Security Clearance, Driver's License; ID Cards.

Day 5: Central Processing Facility Tour (Medical Records, Tri-care, Immunizations, Dental, Alien Registration).

Day 6-12: Unit Responsibilities, CIF, DoDDs, Government Travel Card, Ration Cards, Unit Supply, Unit Mail Room, Tax Relief, Email, Armorer, NBC, S1-3, Unit Commander/1SG, Voting Assistance, School Liaison Services (JFC Brunsum H603).

Day 12: Turn in Checklist and ICE Comment.

U.S. Army Garrison Schinnen Processing Information

The following information is to assist you during In-processing. Should you require any assistance or clarification to the following, contact the appropriate office. Additional help will be provided by the Central Processing Facility at DSN 360-7334/7544 or commercial 046-443-7334/7544.

Information pertinent to in-processing requirements in your community is:

* The following work-centers require appointments and should be in-processed in the following order. Installations not requiring appointments will be accomplished with the help of your designated sponsor.

* Always have your in-processing checklist and Soldier Readiness forms filled out by all applicable work-centers while in-processing.

* Return the in-processing checklist when finished in-processing (this should be no longer than 14 working days). An appointment will be made with the CPF Manager 14 duty days after arrival to review the checklist. This will allow the CPF Manager to clear you.

Agencies and Information

CENTRAL PROCESSING FACILITY Location: Schinnen, Bldg. 8, room 215.
Operating Hours: M-F, 0800-1630; Lunch: 1200-1300
DSN Phone: 360-7334/7544
Commercial Phone: 046-443-7334/7544
POC: Mr. Thomas B. Carroll, Central Processing Facility Coordinator

FINANCE Location: JFC HQ Brunssum, Bldg. 603
Operating Hours:
Cashier: M-F, 0830-1230; 1330-1600
Mil Pay: M, Tu, W, F, 0830-1200; 1300-1600; Thu, 1330-1600
DSN Phone: 364-2829/2839
Commercial Phone: 045-526-2829/2839
Appointment required for in-processing, schedule with CPF Manager.
Appointments required for mil pay & travel.

For in-processing bring the following documents:

1. Five copies of PCS orders and all amendments
2. DA Form 31 (leave form)
3. Out-processing packet from old unit
4. Receipts and airline tickets
5. Local mail box number
6. If shipped POV then five more copies of orders and five copies of DD Form 788
7. If Family travels separately from Soldier then five copies of all orders

If Soldier was on TLA at old duty station and TLA has not been paid you need to bring the following documentation:

1. Lodging receipts
2. If applicable information to start/stop/change allotments
3. Copies of all travel advances including DLA
4. Banking information if sending payments to other than sure Pay locations (routing numbers and name of bank)

During in-processing at Finance you will also accomplish a check cashing privilege card (spouse's signature required); travel vouchers; POV shipment voucher; TDY settlements; stop allotment on DELTA Dental Plan; entitlements verified and started; re-certify BAQ.

Although USAF Personnel do not in-process at the Army

finance, they can complete a check cashing privilege card at the office.

PERSONNEL SERVICE CENTER Location: JFC HQ Brunssum, Bldg. 603
Operating Hours: Mon-Wed, 0830-1215 and 1400-1600; Thu, 1400-1600; Fri, 0830-1400.
DSN Phone: 364-2216
Commercial Phone: 045-526-2216
Appointments required for in-processing, schedule with CPF Manager.
Appointments required for personnel service, schedule thru unit S-1.
Bring the following documents for in-processing:

1. PCS orders and all amendments
2. 201 file (MPRJ)
3. Copy of last OER/NCOER/AER
4. Duty assignment memo (received from unit PAC)
5. Documents needed to be posted to personnel records
6. ID Card
7. Promotion packet (if applicable)
8. Family member's Social Security Numbers
9. Parents and beneficiaries' addresses and phone numbers
10. Children's addresses and phone numbers
11. Private insurance name and policy number
12. Birth certificates, divorce decree and marriage license if just recently occurred and not on SGLI or DD Form 93

The following will be accomplished during in-processing:
UCAS update, Review of 201 file, DA Form 2A, 2-1 and ORB/ERB, validate SGLI and DD Form 93, screen of promotion packet and promotable status, JFC HQ Brunssum ID Card, Military ID Card, GCMDL screen, endorsement of orders, tour election, review OER/NCOER status, update DEERS.

GOVERNMENT TRAVEL CARD (DRM) Location: JFC HQ Brunssum, Bldg. 603
Operating Hours: M-F, 1030-1200 and 1300-1700
DSN Phone: 364-3190
Commercial Phone: 045-526-3190

For soldiers assigned to Schinnen -
Location: USAG Schinnen, Bldg. 8
Operating Hours: M-F, 0800-1630

Bring your Orders and Bank America Card.

HOUSING

Location: USAG Schinnen, Bldg. 18.
Operating Hours: M-F, 0800-1630
DSN/Commercial Phones:
Govt. Quarters: 360-7340/046-443-7340
Housing Rep.: 360-7348/046-443-7348
Temp. Furnishing: 360-7440/046-443-7440

Bring the following documents:

1. Five copies of Orders and all amendments/DD Form 1746
2. ID Card/Family member's Social Security Number
3. Addresses and phone numbers of Family members when not residing with you.

A Housing Orientation Briefing is held every 1st Tuesday of the month at 1400.

**ARMY
COMMUNITY
SERVICE**

Location: USAG Schinnen, Bldg. 39
Operating Hours: M-F, 0800-1700
DSN Phone: 360-7500
Commercial Phone: 046-443-7500

**EDUCATION
CENTER**

Location: USAG Schinnen, Bldg. 19, 2nd Floor
Operating Hours: M-F, 0830-1700
DSN Phone: 360-7651/7641/7613
Commercial Phone: 046-443-7651/7641/7613

**MEDICAL
CLINIC GK**

Location: Geilenkirchen NATO AWACS Base, Bldg. 208
Operating Hours: M-W-F, 0900-1700; Tu., 0900-1600; Thu., 0900-1200
Commercial Phone: in Germany 0049-2451-993200

Bring the following documents:

1. Orders; Medical Records; Family's medical records
2. Tricare enrollment form which can be picked up at the CPF
3. Bring SSN for all Family members

**DENTAL
CLINIC**

Location: Geilenkirchen NATO AWACS Base, Bldg. 198
Operating Hours: M-F, 0800-1700
Commercial Phone: in Germany 0049-2451-993535

Bring your Dental Records

Dental sick call M-F, 0800.

DRIVERS TESTING Location: USAG Schinnen, Bldg. 4
Operating Hours: M-F, 0800-1600
DSN Phone: 360-7433
Commercial Phone: 046-443-7433

Testing is by appointment only!

Required are:

1. Drivers Orientation Certificate (issued by Drivers Testing when books are picked up)
2. U.S. ID Card and JFC HQ ID Card or copy of Orders
3. Valid U.S. or Host Nation Driver License

Required for a GOV License:

1. Nomination of Government Vehicle Drivers, HQ AERAN Form 600-A-R (Signature card must be on file at Drivers Testing)
2. If you have one DA Form 348 (Original Equipment Operator's Qualification Record)

COMMUNITY ORIENTATION Location: USAG Schinnen, Bldg. 39
Operating Hours: M-F, 0800-1630
DSN Phone: 360-7512/7500
Commercial Phone: 046-443-7512/7500

Call to sign up and get date and time of Orientation

BENELUX VEH. REG Location: JFC HQ Brunssum, Bldg. 102
Operating Hours: M-F, 0815-1500
DSN Phone: 362-2554
Commercial Phone: 045-526-2554

Bring the following documents:

1. Orders
2. Copy of Registration papers
3. Proof of Insurance. Bring all the important car papers

For a new car bring the customs documents and call to schedule an appointment!!!!

ARMY EMERGENCY RELIEF Location: USAG Schinnen, ACS, Bldg. 39
Operating Hours: M-F, 0800-1630
DSN Phone: 360-7450
Commercial Phone: 046-443-7450

AFNORTH INTERNATIONAL SCHOOL Location: Ferdinand Bolstraat 1, 6445 EE Brunssum
 Operating Hours: M-F, 0830-1700
 Commercial Phone: 045-527-8251
 Bring the following documents:
 Orders/Shot records/Records from other schools/Birth Certificate /Passport/SSN/Sponsors U.S. ID

ANDREWS FEDERAL CREDIT UNION Location: USAG Schinnen, Bldg. 8, 1st Floor
 Operating Hours: Tue-Sat, 0900-1600
 DSN Phone: 360-7507/7508
 Commercial Phone: 046-443-7507/7508

CHILD DEVELOPMENT CENTER (CDC) Location: JFC HQ Brunssum, Bldg. 501
 Operating Hours: M-F, 0700-1800
 DSN Phone: 364-2575
 Commercial Phone: 045-526-2575

CENTRAL ISSUE FACILITY Location: Schinnen, Bldg. SSO, Nutherweg
 Operating Hours: M-F, 0800-1200 and 1230 -1600
 DSN Phone: 360-7372
 Commercial Phone: 046-443-7372
 Bring the following documents:
 Copy of orders, old clothing record from previous unit.

COMMUNITY BANK Location: USAG Schinnen, Bldg. 19
 Operating Hours: Mon, closed; Tue-W-F, 1000-1700; Thu, 1000-1800; Sat, 1030-1530
 DSN Phone: 360-7412
 Commercial Phone: 046-443-7412/4350
 Bring the following documents: ID card

CIVILIAN PERSONNEL OFFICE Location: Daumerie Caserne, Chievres, Belgium, Bldg. 24
 Operating Hours: M-F, 0830-1700
 DSN Phone: 361-5467
 Commercial Phone: (32) 068-275467

DUTCH POLICE Location: JFC, Akerstraat 5A, Brunssum
 Operating Hours: M-F, 0815-1500
 Commercial Phone: 045-525-8000
 Requirements:
 Alien registration, NATO ID, photograph, and passports for all Family members

CHILD AND YOUTH SERVICES Location: JFC HQ Brunssum, Bldg. 505
 Operating Hours: M-F, 0800-1500; 1500-1700 by appointment
 DSN Phone: 364-3121/4192

(CER) Commercial Phone: 045-526-3121
 Bring the following documents:
 Orders/Shot Records/Current physical/LES

NETHERLANDS Location: USAG Schinnen, Bldg. 37
 LAW Operating Hours: M-F, 0900-1200 and 1330-1700
 CENTER DSN Phone: 360-7688
 Commercial Phone: 046-443-7688
 Bring a copy of orders

LIBRARY Location: JFC HQ Brunssum, Bldg. 201, Rm. 5
 Operating Hours: T-W, 1000-2000; Th-F, 1000-1800; Sat-Sun,
 1200-1600
 DSN Phone: 364-2469/2669
 Commercial Phone: 045-526-2469/2669
 Web Site: www.jfcbrunssumlibrary.eur.army.mil
 Bring a copy of orders

39th Signal Location: USAG Schinnen, HQ Bldg. 8
 Battalion- Operating Hours: M-F, 0830-1600
 OPERATION DSN Phone: 360-1640
 CENTER Commercial Phone: 046-443-7164

PASS/PERMIT Location: JFC HQ Brunssum, Bldg. 102
 Operating Hours: M-F, 0815-1500
 DSN Phone: 364-2542
 Commercial Phone: 045-526-2542
 Bring a 162 Form

PROVOST Location: USAG Schinnen, Bldg. 2
 MARSHAL Operating Hours: M-F, 0800-1630, Lunch: 1200-1230
 OFFICE DSN Phone: 360-7555/1580
 Commercial Phone: 046-443-7555/7158
 IACS Operating Hours: M-T-W-F, 0830-1200 and 1300-1600;
 Th, 0830-1200 and 1300-1500
 DSN Phone: 360-7322
 Commercial Phone: 046-443-7322

SCHOOL AGE Bldg. 501, HQ JFC Brunssum
 SERVICES DSN Phone: 364-3004/2575
 Commercial Phone: 045-526-2575

SELF HELP Location: USAG Schinnen, Bldg. 18
 Operating Hours: M-F, 0730-1200 and 1230-1600
 DSN Phone: 360-7229
 Commercial Phone: 046-443-7229

TRANSITION CENTER Location: Geilenkirchen NATO Air Base, Germany, Bldg 78.
 Operating Hours: 0800-1700
 Commercial Phone: 0049-2451-63-3791/3792
 FAX: 0049-2451-65-819

TRANSPORTATION OFFICE Location: Schinnen, Bldg. 6
 Operating Hours: M-F: 0800-1630
 DSN Phone: 360-7572/7604/7575
 Commercial Phone: 046-443-7572/7604/7575
 Bring the following documents:
 Orders and any amendments/Shipping document for inbound shipment (Government Bill of Laden) Household goods inventory/In-processing by phone is permitted.

TRICARE Located: Geilenkirchen (NATO) Base, Hospital, Germany
 Operating Hours: M-W,F, 0745-1700; Th, 0800-1200
 Commercial Phone: 0049-2451-63-2264
 Bring your Tri-Care enrollment form

UNIT COMMANDER Location: Your Unit
 Operating Hours: M-F 0900-1700
 When in-processing schedule an appointment to meet with your Unit Commander

UNIT MAILROOM Location: Your Unit
 Bring your Orders

UNIT RATION CARD Location: Your Unit
 Operating Hours: M-F 0830-1600
 Phone: Check with your unit;
 For USAG Schinnen personnel call DSN 360-7334 or commercial 046-443-7334
 Bring the following documents:
 ID Card (s); Soldier must sign for Family member's ration control cards.

UNIT S-1/S-2/S-3: Location: Your Unit
 Phone: Check with your unit
 Bring the following documents:
 copy of clearing papers and 201 File.

UNIT-1SG: Location: Your Unit
 Phone: Check with your unit;
 For USAG Schinnen personnel call DSN 360-7226 or commercial 046-443-7226

VAT/UTAP: Location: USAG Schinnen, Bldg 46
Operating Hours: M-F, 0800-1630
DSN Phone 360-1780/7502
Commercial Phone: 046-443-7178/7502

VEHICLE REGISTRATION Location: HQ JFC Brunssum
Operating Hours: M-F, 0815-1500
DSN Phone: 364-2554
Commercial Phone: 045-526-2554
Bring the following documents:
Orders/Insurance Green Card/USAFE Drivers License/JFC HQ
Brunssum Drivers License

YOUTH/TEEN CENTER Location: HQ JFC Brunssum
Opening hours: School days, 1530-1800
School out: M-F, 0800-1800
DSN Phone 364-3008
Commercial Phone: 045-526-3008

YOUTH/SPORTS AND FITNESS Location: JFC HQ Brunssum, Bldg. 505
DSN Phone: 364-4195/4191
Commercial Phone: 045-526-4195/4191



Chapter 4

“New to the Tri-Border Community”

The USAG Schinnen family welcomes you and your family to the Tri-Border Community. To get fully settled in here, there are several in-processing steps you must take.

Military Family members and DoD Civilians and their Family members are required to register at the Royal Marchaussee's (KMAR) Permits Office within eight days of arrival in Netherlands. On completion of registration, a Permit of Residence (Green Card) will be issued. This is the legal authority for non-Dutch nationals to reside in Netherlands and must be carried by the holder at all times.

The KMAR must also be notified of the following events: arrival, marriage, birth, death, divorce, address change, final departure, and any circumstance affecting alien registration.

Anyone entering military installations here or using post facilities must have a valid identification card. Both U.S. and NATO ID cards are required and issued at Regional Headquarters, JFC HQ Brunssum.

Your sponsor or unit should supply you with an application form (162) for the NATO ID card. The facility is located at the JFC HQ Brunssum. To get a U.S. ID card, report to Building 603 on JFC HQ Brunssum or call 045-526-2216 for more information.

Housing

To assist Families in finding adequate housing, all service members and DoD Civilians are required to report to the Housing Office, located at the Direc-

torate of Public Works, Building 18, on Schinnen. There is no Army Lodging available at USAG Schinnen. Adequate Temporary Lodging is available on the economy. Contact your sponsor for additional information.

Housing referral services are available to those not assigned to quarters, to include Civilian employees. The office also handles Temporary Lodging Allowance requests. The purpose of Temporary Lodging Allowance (TLA) is to partially reimburse service members for expenses incurred during occupancy in a hotel or other accommodations while seeking permanent housing.

TLA is paid in 10 day increments from the date of arrival at you new duty station. If housing is not obtained within the first 10 days, an additional 10 day allowance may be authorized. The process is continued until permanent housing is obtained.

Private Leased

Private rentals are the most common type housing available. They are owned by private individuals or holding companies. With few exceptions, Dutch apartments and homes will be smaller than U.S. homes and less adaptable to unusually-shaped or large furniture.

Accommodations in Netherlands are particularly prone to very narrow staircases, and older homes.





Kitchen

With room sizes generally smaller than in U.S. homes, you may also find you need one or two more bedrooms than you planned on, for closets or for storage.



Bedroom

Americans have been known to have to move unwieldy pieces of furniture such as sectional sofas and large beds into Dutch accommodations through the windows.



Garage

Government Controlled Quarters



Living Room

Currently we have an inventory of 120 Government Leased Quarters. These quarters consist of 2, 3, and 4 bedroom dwellings and are located throughout the South Limburg Area. All quarters are within the Joint Forces Community Headquarters Brunssum school route. The waiting time for incoming personnel for 2, 3, and 4-bedroom quarters can vary.



Back Yard

Temporary government furniture will be available through Housing, while the stoves, refrigerators, washers, dryers, and wardrobes (very few homes have built-in closets) will be available for the duration of a tour.

A desk side Housing briefing is provided to all newcomers during in-processing. Every first Tuesday of the

month at 2 p.m. a housing information briefing combined with Fire Prevention, Environmental, and Tax Office (Utilities) is held at the DPW Conference Room in building 18.

Please see the housing office before making any arrangements for housing. There are legal and contractual matters that need to be addressed to protect both you and the landlord. For information or an appointment, call 046-443-7567/7345/ 7247/7416.

Personal Property

If Schinnen is the Destination Transportation Office (DTO) listed in block 20 on your Government Bill of Lading, please contact 046-443-7575 for assistance.

Inbound Personal Property

The Inbound Personal Property office is located in Building 6, Room 114, USAG Schinnen. The Inbound Section provides assistance on all incoming personal property shipments. Topics of counseling include Unaccompanied Baggage shipment and Household Goods shipment. Call (+31)-(0)-46-443-7572/7604 or DSN 360-7572 for more information.

Outbound Personal Property

The Outbound Personal Property Office is located in Building 6, Room 114, USAG Schinnen, Schinnen. The Outbound Section will provide assistance on all outgoing personal property shipments. To provide you with the best service possible, it is appreciated if you schedule an appointment for your personal face-to-face counseling. Topics of counseling include Unaccompanied Baggage shipment, Household Goods shipment, POV shipment, Loss and Damage, Ship-

ment of Privately Owned Firearms, U. S. Customs and Agriculture requirements, and Quality Assurance assistance. Call (+31)-(0)-46-443-7572/7604 or DSN 360-7572 for more information.

Personal Property Inspection

Personal Property Quality Assurance is located in Building 27, Schinnen. The Schinnen Quality Control Office will perform quality assurance inspections on household goods contractor's performance within the USAG Schinnen area of responsibility.

Quality Control inspectors may assist members during the pre-move (contractor's) inspection, packing/pickup of outbound shipments and/or delivery of inbound shipments. The QC Office also supports the Legal Claims Adjudicator on claims regarding loss and damage of personal property shipments. For QC service or more information, call (+31)-(0)-6-5383-6161, (+31)-(0)-6-5389-1874, and the office phone is (+31)-(0)-46-443-7572 or DSN 360-7572.

POV Shipment

The Privately Owned Vehicle Shipping Office is located in Building 27, Schinnen.

Incoming POVs

If a POV was shipped to the USAG Schinnen area of responsibility, inquiries can be made about the arrival date at the Schinnen Vehicle Processing Center (VPC), 046-443-7413/2851, or check the VPC web site at www.whereis.mypov.com. Access the web locator service using a Social Security Number and the shipping

Useful registration tip

There are several registration requirements that must be met annually if you live in the Netherlands. Service members and DoD Civilians must bring an **updated NATO Form 162** to JFC HQ Brunssum Registration Office, Bldg. 603. This paperwork initiates the following registration requirements: JFC HQ Brunssum ID card; POV Registration; and Alien Registration.

required to obtain a POV license issued by this Command. To obtain a POV license, service members are required to attend a Traffic Orientation Class, pass an

number located on the POV shipping documents.

Outgoing POVs

If PCSing and entitled to ship a POV at Government expense, contact the Transportation Outbound Section for entitlement counseling. Verification and shipment authorization will be on a Request for Transportation Services form. Also, a briefing is given on other POV shipping requirements.

The Schinnen VPC contractor will take care of the POV shipment. VPC points of contact:

- **TRANSCAR** Toll free number: 0800-87267227 (from the Netherlands only), (+31)-(0)-46-4432851 or DSN 360-7413.

If you need to resolve issues about the POV Shipping Service, then please contact the Schinnen VPC Government representative at (+31)-(0)-46-4432818 or DSN 360-7386.

Drivers Testing

Drivers Testing is located in Building 4, on Schinnen. The Drivers Testing Office provides assistance in obtaining a privately owned vehicle license and a government vehicle license.

Any member of the military services assigned to Netherlands are

exam on Dutch signs and law, and pass an eye-test.

Study books are available at the Drivers Testing Station to help people prepare for the class. At the time a person picks up the study-book, they will be informed on requirements and can be scheduled for class. Study manuals are basically issued for a period of one month.

The test on Dutch signs and law consists of 50 questions (computer test or slide presentation). Test-takers may miss up to five questions and still pass. First time POV applicants can apply for a license, too. Please contact the Drivers Testing Station for details.

Prior to operating any U. S. Government or recreational vehicle, a GOV license must be obtained through the Schinnen Drivers Testing Station. Please call for an appointment. Bring DA Form 348 to the appointment if given one from a previous assignment.



AAFES

The Army Air Force Exchange Service (AAFES) offers full service shopping to include a PX, Bookmark, PXTRA, Military Clothing Sales and Car Care Center. AAFES also offers food services to include Burger King, Anthony's Pizza, and Baskin Robbins in the Food Court. In addition to these services, AAFES runs operations in Rotterdam, Volkel and Geilenkirchen. AAFES Schinnen prides itself in supporting the needs of the community. Please let AAFES know what's needed and they'll try to accommodate those needs.

Army Community Service

Army Community Service is an organization that specializes in assisting service members and their Families. It is the commander's primary resource agency for developing and implementing Family programs that enhance the well being of our community.

ACS consists of the following branches: Family Advocacy, which includes the Exceptional Family Member Office, The New Parent Support Program, and Emergency Placement Care; Army Emergency Relief (AER); Financial and Consumer Affairs; Employment Readiness Program; Relocation Program; Information and Referral; Mobilization and Deployment; Army Family Team Building; and, Installation Volunteer Program.

ACS provides free assistance to U. S.ID cardholders and their Families. For more information on ACS programs, call DSN 360-7500/0031-(0)46-443-7500. Email: acs-schinnen@eur.army.mil.

- ◆ Programs, support groups, location and identification of services

for exceptional Family members.

- ◆ Newcomer information on Schinnen and other installations.
- ◆ Information and referrals to service agencies both on and off post.
- ◆ Emergency financial assistance through AER, and referral for assistance of emergency supply of food.
- ◆ Financial planning and money management classes.
- ◆ Job search assistance and counseling to include, employment orientation, skills development workshops, and the use of the computer for computerized job bases.
- ◆ A lending closet with basic household items for the temporary use of arriving and departing Families.
- ◆ Information on child and spouse abuse prevention and emergency shelter.
- ◆ Parenting and marriage workshops.
- ◆ Information on Army Family Team Building courses, volunteers and training.
- ◆ The Installation Volunteer Coordinator is always looking for people to help the community with various volunteer positions.

Banking

Living off base means you'll pay a lot of bills such as your rent and utilities (which can mean phone, heat, water, electricity, Internet, satellite TV) in Euros.

Customers of on base banking facilities and credit unions in the Netherlands don't have the luxury of having actual Euro checking accounts but arrangements can be made to convert

dollars from your account into Euros to cover monthly bills. In the Netherlands, it is recommended that Americans keep accounts at local Dutch banks to cover bills.

Two U.S. Financial institutions primarily serve the Tri-Border Community and are located at Schinnen, Andrews Federal Credit Union and the Community Bank. Both offer similar rates and services, including standing payment orders and automatic debit authorization to pay for some utilities. Both institutions have an ATM Machine as well. Local Dutch banks also provide services.

BOSS Program

The Better Opportunities for Single Service-members Program (BOSS) was mandated in the Army in 1989 as a management tool to help the Army leadership reach the 18-25 year old Soldiers through special programs. This program is expanded to encompass service members of all branches of the armed forces. The BOSS concept provides input and feedback between the single and unaccompanied Soldier, the Morale, Welfare and Recreation staff and the command. For more information call 046-443-7370.

Check Cashing

Checks are accepted for purchases or payment at most retail facilities on post except for concessionaires who are not equipped to handle checks. The PX, PXtra and commissary accept checks for \$20 over the purchase price. The PX can also cash checks for up to \$300 per day per Family, and provide up to \$100 cash back when using a debit card. The JFC HQ Brunssum Finance Office can cash personal checks up to \$745 per week

per Family.

Child & Youth Services

CYS programs are open to all NATO ID card holders. Use of programs requires registration at CYS Central Registration Office. Parents or legal guardians must bring their child's current immunization record, health assessment, names and telephone numbers of at least 2 emergency contacts, and current leave and earnings statement for employed parents wanting to use the child care programs.

For information, please contact cys.schinnen@eur.army.mil.

Child Development Center

- ◆ Serves children 6 weeks - 5 years
 - ◆ Full-day, hourly care and part-day programs
 - ◆ DOD certified, NAEYC accredited
- Operating hours: 0700-1800 Monday – Friday

School Age Services

- ◆ Serves children from first through sixth grade
 - ◆ Before and after school care, open recreation activities, Boys and Girls Clubs, spring, winter + summer camps, homework help
 - ◆ DoD certified
- Operating hours are 0700-0845 and 1545-1800 when school is in session,



0700-1800 when school is not in session.

Youth Services

- ◆ Serves youth from 6th grade through 12th grade
- ◆ Open recreation activities
- ◆ Boys and Girls Clubs
- ◆ Youth sponsorship
- ◆ Homework help

Youth Sports

- ◆ Offers soccer, flag football, baseball, basketball, cheerleading & wrestling
- ◆ Ages 5-18, depending on sport
- ◆ Start Smart skill building program for 3-5 year olds.

CYS Liaison, Education, Outreach Services (Cleos)

- ◆ Central Registration Office for all CYS programs
- ◆ Parent education
- ◆ Volunteer coordination

Civilian Personnel

The USAG Schinnen has no Civilian Personnel Advisory Center (CPAC) Office on base. All personnel issues should be addressed to the Benelux CPAC in Chievres, Belgium. For information call 00-32-68-275422 or DSN 361-5422.

The Civilian Personnel Advisory Center provides services to include assistance and information on appropriated and non-appropriated fund recruitment, placement, classification, labor relations compensation, employee benefits, awards and other types of personnel administration.

CPAC provides advice and assistance to managers and employees concerning grievances, appeals, labor

relations, performance management, performance-based awards, the Workers Compensation Program, and other employee relation's issues.

CPAC also provides employment information for internal/external recruitment, competitive examining, in- and out-processing of Civilian employees, retirement services, awards and other benefits, maintains official personnel folders, administers pay, and manages Civilian information services.

Commissary

The Schinnen Commissary offers



about 14,000 line items for sale. The commissary features a deli, a special lunch display, and fresh produce daily.

Commissary users can save more money by using coupons – the commissary accepts coupons that have expired up to six months. Normal hours of operation are Tuesdays through Fridays, 1000 to 1900; Saturdays and Sundays, 1000-1800. The Commissary is closed on Mondays.

Education Center

The Education Center provides a broad academic classroom and online program designed to enhance personal growth and further career development.

Programs are available at every

academic level from basic education, to certificates, associate, bachelor, master's and doctoral programs. See page 14, 35-37 and 43 for detailed information.

Equal Opportunity

The mission of the Equal Opportunity Program is to help create and sustain effective units by eliminating discriminatory behaviors or practices that undermine teamwork, mutual respect, loyalty, and shared sacrifice of the men and women of America's Army.

The USAG Schinnen Equal Opportunity Office is committed to assisting Soldiers, Family members, DA Civilian employees, and tenant activities, in providing equal opportunity and treatment without regard to race, color, gender, religion, or national origin by providing an environment free of discrimination and sexual harassment.

Equal opportunity is a responsibility of leadership and a function of command. As such, EO is indispensable to military effectiveness by helping to improve unit readiness, cohesion, esprit de corps, and mission accomplishment.

Questions and comments about the Equal Opportunity Program can be addressed by calling 364-6243 or 045-563-6243.

Financial Services

The finance office at JFC HQ Brunssum provides customer service Monday through Friday. Soldiers with pay inquiries should first go to their Unit Personnel Administration Center. Personal checks may be also cashed there.

Pay, allowances, COLA, VHA and other entitlement information can be found at <http://www.dfas.mil>.

Law Center

Netherlands Law Center provides U.S. and Dutch legal assistance and claims services for military members from all branches, Family members, and eligible Civilians.

The Legal Assistance Office assists community members in matters related to domestic relations and Family law, U.S. and foreign adoption, name change, consumer rights, civil suits, wills and estate planning, powers of attorney, real and personal property laws, and immigration and taxes.



The Claims Office assists community members in processing claims for damaged or lost items. For more information call 046-443-7688. The U.S. Army's website, <http://www.jagcnet.army.mil/> Legal also provides valuable information.

Media

Several commercial morning newspapers are available at the Book Mark and in newsstands, including USA Today and Stars and Stripes. Several community newsletters and papers keep the public informed, including the Edge magazine, Triborder Reporter & News Notes, and the NATO Skywatch.

The USAG Schinnen Public Affairs Office is always interested in publishing news and feature stories. For information or to provide a news tip, call the PAO at 046-443-7585.

Two radio stations provide English-speaking broadcasts, Canadian Forces

Network, 91.5 FM, and Armed Forces Network Radio, 89.2 FM. AFN provides programming via satellite. Patrons can rent the receivers monthly or pay for the receiver.

For about \$15 a month, Dutch cable provides over 20 stations including CNN, BBC, Discovery, National Geographic and movie channels. Many movies are American and are broadcasted in English.

Military Police

Military Police have the overall responsibility for installation security, force protection, law enforcement and support of the USAG Schinnen. MP patrol the post day and night in radio-equipped patrol vehicles. MP can be easily recognized by the brassards worn on their left arms.

Parents are urged to instruct their children that they can always get help or information from a military police person. All incidents, including home break-ins, lost I.D. cards, vehicle accidents and tickets, involving U.S. Forces need to be reported to the MP station.



046-443-7555.

Operation Center

The mission of the 39th Signal Battalion's Operation Center, Nether-

lands (OC-NL) is to provide official DOD Information Technology services to the USAG Schinnen and the Benelux region. The OC is located at Bldg. 8 and you can reach them by calling DSN 360-1640 or Commercial 046-443-7164.

Postal Services

Mail is posted in individual mailboxes five days per week in the community mail room between buildings 22 and 24a (next to the Post Office) and at the JFC HQ Brunssum mailroom.

The Schinnen Army Post Office is open for mailing packages and buying stamps and money orders, Mondays thru Wednesdays and Fridays, 1000-1600, and on Thursdays, 1000-1800. The Post Office is closed on Saturdays and Sundays. Appointments can be made when mailing five or more parcels by calling DSN 360-7279/7273 or Commercial 046-443-7279/7273.

Privately Owned Vehicle

The Vehicle Processing Center (VPC) is located in Building 27, USAG Schinnen, Schinnen, across the street from the PX Gas Station.

Red Cross

Red Cross services and programs are available to the community and include communications between service members and their Families, reporting service for emergency leave purposes, financial assistance, counseling in personal and Family problems, and disaster assistance. Other services include the Nursing and Health Program that offers courses in first aid, cardiopulmonary resuscitation and babysitting. Headquartered in

Belgium, the Red Cross provides satellite services and programs. For information call 0032-65-44-4008.

Religious Services

Catholic and Protestant services are available. Catholic Mass begins at 11:30. Protestant service begins at 10:00 with child care available.

Sunday services are held at JFC HQ Brunssum International Chapel. The Protestant Worship Service offers a Children's church program during the regular worship service each Sunday.

A full spectrum of junior and senior high school youth activities are available throughout the week from Club Beyond.

Other ministries include marriage and Family counseling, financial peace university, PWOC, PMOC, Sunday School, music ministries, Religious education and CCD.

For information call 045-526-2940/2947.

Retirement Services

The Retirement Services office serves as the initial contact point to

provide information and counseling on benefits and entitlements to active duty service members contemplating retirement and continues to support them as retirees. The office provides counseling and guidance to retirees and Family members seeking information on the Survivor Benefit Plan (SBP); benefits and entitlements; and assistance concerning their military personal affairs. For information call DSN 360-7320 or commercial 046-443-7320.

Schools

The AFNORTH International School was founded in September 1967 and provides education for about 1400 children of Allied Forces Northern Europe and other NATO personnel serving at the headquarters and nearby commands.

Four nationalities sponsor the school: Canada, the United Kingdom, the United States and the Federal Republic of Germany. Responsibility for international administration is vested in a director appointed by the Board of Governors.

Each of the national sections has its

Pay less for purchases on the economy

Value Added Tax (VAT) is the 19 percent tax added to all merchandise and services purchased on the economy. Relief from paying this tax is granted to JFC HQ Brunssum and DoD ID card holders in the Tri-Border community.

Goods and services acquired must be for the sole use of the authorized person. Participation in the program by vendors in Netherlands is entirely up to the individual vendors, and tax-free merchandise must cost at least 50 euros. Check with vendors and the local VAT office prior to making a large purchase. Be sure to ask about UTAP and how you can save the tax on utilities. The VAT program cannot be applied to services.

Contact the Geilenkirchen VAT Relief Office at 0049-02451-63-4916, the Schinnen VAT Office at 360-1780 or 046-443-7178, or the JFC HQ Brunssum VAT Office which is located at the Pass and Permits Office 045-526-2542.



own principal or head teacher who is responsible for his/her section to both the director and to his/her national education authority. The director and the principals are together responsible for fostering the international ethos of the school and for respecting the educational requirements of each nation.

For information about student placement in elementary grades call 045-527-8251, and for high school students, grades 7 to 12, call 045-527-8268.

Self-Help Issue Point

The community offers a self-help program in which equipment (lawnmowers, weed-eaters, etc.) are available for sign-out to ID card holders.

Additionally, some materials (socket covers, light bulbs, grass seed, etc.) are available for those in government housing to maintain and repair the home. The store is located in Building 24, Schinnen. Call 046-443-7229 for more information.

Theaters

The movie theater in the community presents movies on the weekend.

For information on theater showings, call the JFC HQ Brunssum Alliance Theater, Brunssum, at 045-526-2110. Distributed throughout the Tri-Border community, the Tri-Border News Notes also announces coming attractions twice a month.

Thrift Shop

The Thrift Shop takes articles and decorative items for sale on consignment with profits assisting projects in the community. Items such as telephones, toasters, transformers, stereos and more can be found here. The shop is in Building 24, USAG Schinnen, Schinnen.

For consignments, the hours are 1130-1430, Wednesdays and Fridays and 1100-1500 every third Saturday of the month. For sales the Thrift Shop is open 1100-1500, Wednesday, Fridays and each third Saturday, and on Thursdays, 1300-1700. Call DSN 360-7436 or commercial 046-443-7436 before bringing in furniture or large appliances.

Training Support

The Training Support Center, located in the Activity Center (Bldg. 38) at USAG Schinnen, maintains a sizeable and comprehensive inventory of equipment to support the training



needs of Tri-Border units. The following equipment and training aids are available for checkout to authorized users: combat training equipment; training videos and films; graphic training aids; audio/visual equipment; short and long term loans; signature authority cards; and new equipment. Call 360-7426/7293 for more information.



Travel Office

The SATO Travel Office is located in Building 4, USAG Schinnen. With 50 years of experience and a host of honors and awards from satisfied clients for outstanding customer service,

SATO Travel provides a comprehensive array of services including airline, hotel, and car reservations for business and personal travel, online booking and emergency response.

Official leisure travel reservations can be confirmed Monday through Friday. After-hours service is available by calling 0800-228-8036.

Information highway makes research easy

- ◆ U.S. Army Garrison Schinnen: <http://www.usagschinnen.eur.army.mil>
- ◆ JFC HQ Brunssum Regional Headquarters: <http://www.jfcbs.nato.int/>
- ◆ AFNORTH International School: <http://www.afnorth-is.com/index-1.html>
- ◆ NATO AWACS : <http://www.e3a.nato.int/>
- ◆ Military Homefront: <http://www.militaryhomefront.dod.mil/>
- ◆ U. S. Army Europe: <http://www.hqusareur.army.mil/>
- ◆ Civilian Personnel: <http://cpolrhp.belvoir.army.mil/eur/index.htm>
- ◆ U.S. Department of Defense: <http://www.defenselink.mil/>
- ◆ North Atlantic Treaty Organization: <http://www.nato.int/>
- ◆ Netherlands Board of Tourism: <http://www2.holland.com/>
- ◆ Germany Board of Tourism: <http://www.germany-tourism.de/>
- ◆ Belgium Board of Tourism: <http://www.visitbelgium.com/>

Chapter 5 - Community Services

There are a multitude of recreational and leisure time facilities providing activities for the Tri-Border military community. Major events include Freedom Fest (4th of July celebration), the Halloween Trunk or Treat, Tree Lighting Ceremony, and touring AFE/USO entertainment shows. The USAG Schinnen also sponsors annual sporting events, concerts, craft bazaars tours and more.

Auto Crafts

An Auto Crafts Shop, located at JFC HQ Brunssum, provides bays, tools and computerized equipment for patron's use in the repair and maintenance of privately owned vehicles. For information call 045-526-3173.

Child and Youth Services

Child and Youth Services programs provide a wide range of recreational and developmental care and activities. Fulltime, part-time, and hourly child care are offered at the Child Development Center, Family Child Care Homes, and School Age Program for children from 6 weeks of age through 6th grade. Children in 6th-12th grade can use the Youth Center free of charge after school. There is a nominal fee for 0800-1200 during school vacation times; 1200-1800 is free. Torch and Keystone service clubs are available at the Youth Center, as well as homework help, a computer lab, Youth Sponsorship program, video games, arts & crafts, etc.

The Youth Sports program is a recreational program open to all children regardless of their skill level. Our

goal is for the children to learn something about character, good sportsmanship and teamwork, in addition to developing skills. We expect parents to provide support and encouragement for all children. Trained and certified volunteer coaches are an important part of the sports program.

Instructional classes are offered and vary according to current contracts. They may include Martial Arts, Dance, Boxing, etc.

Participation in any CYS program is open to all NATO ID card holders who register with CYS at the Central Registration Office (see agency listing). For information, contact cys.schinnen@eur.army.mil

Clubs

A variety of Tri-Border community clubs inform and entertain club members. Established clubs include the JFC HQ Brunssum International Club, American Spouses Club, Geilenkirchen Officer Wives Club, Sentry and Frisbee Clubs at Geilenkirchen, History Club at JFC HQ Brunssum, and more.

Informal clubs also operate, many on a seasonal basis, such as bicycling and motorcycle clubs, antique collectors club, and hiking and walking clubs. Because points of contact change often, the best way to find



club organizers is to read the local installation newsletters or newspaper for upcoming activities.

Fitness Center

The Fitness Center is located on USAG Schinnen and offers a well-balanced fitness training program with aerobic, anaerobic, Nautilus, Life Fitness and free-weight options. Cardiovascular conditioning can be improved with the use of two racquetball courts, indoor/out-door basketball and volleyball courts, and the wide variety of Life Fitness Cardio equipment. The weight training area is equipped for the beginner to the advanced. Relax in the men and women's saunas to



relieve muscle tension and stress.

Those who love the outdoors will enjoy beach volleyball, basketball and flag

football in areas located near the Outdoor Recreation Picnic Pavilion.

Those looking for a real challenge, can try the climbing wall or indoor tennis court at the Sports Center where there's also a variety of recreational equipment on hand.

USAG Schinnen also participates in intramural softball, volleyball, basketball and flag football leagues within the Tri-Border community. For more information call 046-443-7561.

Library

The Main Library, located at JFC HQ Brunssum, has an extensive col-

lection of fiction and non-fiction books, magazines and newspapers in Dutch, French, German and English, along with DVDs, audio books, video-



cassettes and recordings. Special materials are provided to support various training and educational programs in the community.

The library has a comprehensive reference section and periodical back files are available through online databases. A children's annex is collocated and provides books, cassettes and reading programs for children of all ages. A computer lab with several Internet capable computers is also available.

Call 045-526-2669 for more information or go on the web, www.JFCbrunssumlibrary.eur.army.mil

Multi-Crafts Center

The Multi-Crafts Center, located at JFC HQ Brunssum, offers work areas, equipment and an array of instructional programs in fine arts, pottery, ceramics, woodworking and a variety of other classes. Qualification classes are required for use of the equipment.

The woodworking shop features



over 13 separate pieces of equipment to handle projects for the beginner or expert woodworker. The ceramics shop features slip casting, pottery, sculpture, three-dimensional design and over 1,600 theme molds.

The general craft shop has equipment and supplies for leatherwork, book binding, arts, an area for matting, mounting and framing, and other handicrafts. The fine arts area offers drawing and painting activities. For information on programs and classes, call 045-526-2454.

Recreation Equipment

The Recreation Equipment Center offers a limited selection of outdoor and indoor recreational equipment for rent at daily, weekend, or weekly rates. A complete listing of checkout items and prices are available at the Fitness Center. Call 046-443-7560 for more information.

Recreation Plaza

Recreation Plaza is located on

USAG Schinnen and offers a bowling center, Memories Lane Lounge, a children's play center, a café and an adult recreation room. The 12-lane house offers Cosmic Bowling, bowling leagues, open bowling, and a youth bowling program is also offered on Saturdays. Along with a nice variety of amusement games, a separate enclosed recreation area has slot machines for adults.

The Pin Point Café features à la carte items such as chicken, hamburgers and specials. The Pin Point Café also caters parties. Harry's BBQ features ribs. For more information call 046-443-7207 or the Café at 046-443-7527.



Swimming Pool

The Swimming Pool at JFC HQ Brunssum offers indoor swimming, a variety of instructional classes, specific times for lap swimming, and opportunities for swimmers of all ages.

The pool also caters parties and special events for a nominal fee.

Call 045-526-3172 for more information.

Chapter 6-Education

The Education Center serves the military communities at USAG Schinnen, JFC HQ Brunssum, Rheindahlen, Geilenkirchen, and as well as remote sites at Rotterdam, Den Haag, Luxembourg, Bonn, Bremerhaven, Madrid, Valencia, Norway and Greece.

Schools represented at the Education Center include Central Texas College, University of Maryland, University of Oklahoma and Embry-Riddle Aeronautical University. There's also a great deal of information on Distance Learning Education, Independent Study, and External Degrees Programs available. Classes are conducted during a five (5) Term schedule over the year with registration occurring the two weeks prior to each Term. Distance Education registration is on-going at all times.

The Education Center is located at USAG Schinnen in building 19, 2nd floor. Administrative Hours are 0830-1600, Monday-Friday, tel.: DSN 360-7641 or commercial 046-443-7641.

Testing/Counseling Office

Hours are 0800-1630, Monday-Friday, tel.: DSN 360-7613 or commercial 046-443-7613.

Multi-Use Learning Facility

Hours are 0900-1700, Monday-Friday, tel.: DSN 360-7201 or Commercial 046-443-7201.

University of Maryland

Hours are 0900-1630, Monday-Friday, tel.: DSN 360-7620 or Commercial 046-443-0292.

University of Oklahoma

By appointment only! Tel.: DSN 360-7653 or 458-6098 or commercial 046-443-7653 or 0049-2451-632208.

Central Texas College

Hours Monday-Thursday, 0830-1330; tel.: DSN 360-7685 or Commercial 046-443-7685.

Embry-Riddle Aeronautical University. Call DSN 458-6092 or commercial 0049-2451-632246.

Internet Availability

The Multi-Use Learning Facility has 15 Internet capable computer systems available for all students utilizing the Education Center facilities. Hours are Monday-Thursday, 0900-2100; Friday, 0900-1700.

The University of Maryland maintains 3 internet connected computers for any UMUC student. Hours Monday-Friday, 0900-1630.

Headstart Language Courses

Language is selected based on the country where the class will be taught.

All military newcomers and their Family members are welcome to participate in the Headstart classes. The program is free of charge and designed to acquaint participants with their local Host Nation language and culture. For more information or to join a class, call the Education Center at DSN 360-7641 or commercial 046-443-7641.

Tuition Assistance Program

With the launch of GoArmyEd on April 1, 2006, you will find many changes which are more efficient.

GoArmyEd will enable you to: Request and process all TA course enrollments and drops through GoArmyEd.com; Select from many colleges and universities and from over 1,000 available degree plans

listed; View your TA balance online; View your SOCAD Student Agreement or documented degree plan on line; view your students record, class grades and current course enrollments online; Access Helpdesk 24/7 and Army Education Counselor support; and you can take classes not listed in the GoArmyEd Integrated Course Schedule.

To access GoArmyEd visit: www.GoArmyEd.com. For more information stop by the Education Center or contact them at DSN 360-7641/7651/7613 or commercial 046-443-7641/7651/7613.

Testing Center

The Testing Center supports a wide variety of paper and online testing activities. Besides DANTEs and APT tests the center also provides test proctoring support for students taking courses from institutions in the US. There are numerous tests maintained on hand based on repeated usage and if needed/requested tests can be ordered. **Testing is by appointments only!!** All students must see/contact an Education Counselor prior to receive an appointment.

Test administration is free to all users, but there may be a fee for the test itself by the manufacturer. Most testing is free for U. S. military active duty personnel and there is a small charge for most Civilian testing.

Financial Aid

The Free Application for Federal Student Aid (FAFSA) is available at www.fafsa.ed.gov or www.studentaid.ed.gov or www.students.gov. Paper based application forms are also available at the Education Center. FAFSA is the tool used to determine if a student is eligible for federal aid.

Federal aid includes:

- ◆ Federal Pell Grants: Available to undergraduate students only. These are grants which do not have to be repaid.
- ◆ Federal Stafford Loans: These are student loans which must be repaid and are available to both graduate and undergraduate students. The interest rate is variable, but never exceeds 8.25 percent.
- ◆ *Unsubsidized*: The student is responsible for paying all of the interest accrued. *Subsidized*: The government pays the interest on the loan while in school and during the next six months (also during any "grace period" deferment periods).
- ◆ Federal PLUS Loans: These are loans made to parents (unsubsidized) that must be repaid. PLUS loan interest rates are variable, but never exceed 9 percent.

Campus-Based Programs

These programs are available on most college campuses: Supplemental Educational Opportunity Grants - A grant available for undergraduates only; Work-Study - Provides jobs to students who are paid hourly at minimum wage or above; and Perkins Loans - Low interest rate loans that must be repaid (interest rates of 5 percent). To apply electronically or to learn more about Federal Student Aid, visit: <http://www.ed.gov/studentaid>.

Army Emergency Relief

AER education assistance applications are available at the Education Center and online at Headquarters AER <http://www.aerhq.org>.

Spouse Education Assistance

The SEAP is a need-based education assistance program designed to provide Army spouses, residing with active duty Soldiers in Europe, Korea, and Japan Commands only, with financial assistance in pursuing educational goals.

Dependent spouses who wish to participate in SEAP may obtain an application (AER Form 5) and instructions from AER Headquarters, the AER Sections, the Schools/Universities, the Education Center or it can be downloaded from the AER web site at www.aerhq.org.

Dependent Tuition Assistance

MG James Ursano Scholarship Fund: Scholarships range from \$600 to \$1700 per academic year.

Eligibility Requirements:

- Dependent children, stepchildren or legally adopted children of soldiers on active duty, retired, or deceased while on active duty or after retirement;
- Must be registered in DEERS;
- Unmarried for the entire academic year;
- U. S. citizens or permanent U.S. residents;
- Under the age of 22 based on academic year;
- New applications must be submitted each year.

Scholarships

- Andrews Federal Credit Union;

- JFC HQ BRUNSSUM U. S. Air Force Top 3 Association;
- University of Maryland Scholarships.

Need a Lift?

This 152-page booklet is a financial aid reference guide that contains:

- Federal and state veterans' benefits;
- Possible scholarships for veterans and their dependents;
- Possible scholarships for Legionnaires and their Families;
- Tips on how to apply for admission to college and assistance with the financial aid process;
- A comprehensive listing of colleges and universities, to include basic information on tuition, room cost, admission, financial aid deadlines, information on careers, and a bibliography of resource materials.

To receive a free copy of "Need a Lift?" stop by the Education Center and pick one up.

Scholarship Searches:

- www.fastweb.com;
- www.collegeboard.org;
- www.cashe.com.

Kids: Who said learning can't be fun?

The Games section of the Kaboose website contains an extensive selection of games on curriculum-related topics such as dinosaurs, space, animals, Earth Day, science, math, read and write, world, and music. Games are culled from a variety of sources, for example, links to science games from Disney and Discovery; animal games from National Geographic and the EPA; and dinosaur games from the Carnegie Museum and Universal Studios. Because the quality of the games, as well as the number and type of ads varies, it's a good idea to preview games before allowing children free access to them. Check out educational games at <http://resources.kaboose.com/games/kid-games.html>



Chapter 7—Health Services

470th Medical Flight

Twenty to twenty-five minutes from Schinnen at Geilenkirchen, GE, the 470th Medical Flight Clinic offers health care to a large population within the Tri-Border community. The active duty staff has dual roles – providing health care and being professional service members who may be called upon to deploy and provide medical support to the units they support. The operating hours for 470th Medical Flight are : M, W, F 0800-1700; Tu 0800-1600 and Thurs 0800-1200.

Medical Flight Services

The medical clinic is staffed with three USAF board certified Family practice providers. These providers are each teamed with a nurse and two technicians who provide a broad



range of primary care, women's health care, and pediatric care to the beneficiaries of the Tri-Border Community. Priority for care is offered to active duty who may call for an appointment between 0730-0800. The clinic is also staffed with a psychologist and social worker who team with two technicians to provide crisis in-

tervention, individual counseling, and marriage counseling. Details of clinic operations can be found in the 470th Medical Flight Clinic Handbook.

TRICARE

TRICARE is the Department of Defense managed health care program. Its purpose is to enhance options available to beneficiaries who choose to receive their health care from the Military Health Service System, and to ensure the efficient and effective use of all MHSS resources within a designated geographic region. TRICARE provides two choices of how beneficiaries receive medical care. Each option – TRICARE Standard, and TRICARE Prime – provides a different level of providers and costs. For more information call 0049-245199-3400.

Dental Clinic

The Dental Clinic's most important mission is to ensure service members assigned in the Tri-Border area are "fit to fight". The dental clinic assists units with dental readiness requirements by sending reports to commanders to alert them to the dental status of their troops.

Complete dental service is available to all active duty service members. Active duty sponsors should enroll their Family members in the Dependents Dental Plan.

Examination and treatment for active duty Family members who are not eligible for DDP is available on a space available basis during normal duty hours at the clinic.

For more information call 0049-

MEDICAL EMERGENCIES

For all medical emergencies, immediately go to the nearest Civilian hospital emergency room. The 470th Medical Flight is not equipped to handle emergencies.

Find out which medical emergency facility is closest to your home or location. Make sure the Family knows this is the facility of choice. Determine the shortest route from the home to that facility. If new to the area, make a trial run to the facility.

Keep emergency phone numbers posted near the phone where children and adults can easily find them. Below is a list of local Civilian hospitals. The 470th Medical Flight does not imply that the quality of care of any Civilian hospital is better than the other.

- St. Elisabeth Krankenhaus, Geilenkirchen, GE, 0049-2451-6220. Pediatric care is not available.
- Stadtishes Krankenhaus, Heinsberg, GE, 0049-2452-1880. Pediatric care is not available.
- Atrium Medisch, Brunssum, NL, 0031-45-527-9999. There are no after-hours emergency services. Pediatric and obstetric emergency services are not available.
- Atrium Medisch Centrum, Heerlen, NL, 0031-45-576-6666.
- Maasland Ziekenhuis, Sittard, NL, 0031-46-459-7777.

All beneficiaries **MUST** obtain a referral for the U.S. clinic prior to obtaining *routine care* by a local provider except for emergency situations. If visiting an emergency room after duty hours, notify TRICARE the next day to ensure medical care continuity.

Quick health services list

Central Appointments	0049-245199-3200
Immunizations/Allergy	0049-245199-3360
Dental Clinic	0049-245199-3535
Pharmacy	0049-245199-3334
TRICARE	0049-245199-3400
Health Advisor	0800-022-7944
Life Skills Services	0049-245199-3378

Health care information line (24 hours daily):

Germany	0800-825-1600
Netherlands	0800-022-7944
Belgium	0800-71920

Passenger Terminals

SATO, NL 046-443-4373 or DSN
360-7570

Ramstein, GE 0049-6371-475364

(DSN 480-) 0049-6371-472433

Rhein Main, GE 0049-6969-97746

(DSN 330-)

Airports

Amsterdam, NL 0031-63-503-4050

Maastricht, NL 0031-43-366-6680

Brussels, BE 0032-2753-3913

Dusseldorf, GE 0049-2114-212223

Frankfurt, GE 0049-6969-030511

USOs

USO Europe 0049-6134-6044

Rhein Neckar, GE 0049-6117-21010

Rome, IT 0039-06-686-4232

Paris, FR 0033-14-070-9968

Calling home? It's as simple as dialing 001

Calling home is simple, but getting the end of month phone bill may temper the amount of times a person calls home... Simply follow the below directions and enjoy the conversation.

Long distance calling assistance, 01301-0010.

Calling collect to the states, 0010 - area code - phone number.

Calling direct to the states, 001- area code - phone number.

Calling from the states to the Netherlands, 011-31 - city code - first number - phone number.

Netherlands example, 011-31-46- (drop the 0 in the 046) 443-XXXX.

German example 011-49-2451-XXXX (once again, dropping the 0).

Going on vacation?

Don't forget to stop by the Military Police Station at Schin- nen and let them know. Service members and DoD employees are encouraged to participate in the *Housewatch* program. Also, by filling out a simple form in the unit *mailroom*, customer mail won't back up in the box.

Don't forget to take simple personal precautions while vacationing, too.

International country codes

Austria	0043
Belgium	0032
Bosnia-Herzegovina	00387
Bulgaria	00359
Croatia	00385
Czech Republic	0042
Denmark	0045
England/UK	0044
Finland	00358
France	0033
Germany	0049
Greece	0030
Hungary	0036
Ireland	00353
Italy	0039
Liechtenstein	0041
Luxembourg	00352
Macedonia	00389
Netherlands	0031
Norway	0047
Poland	0048
Portugal	00351
Romania	0040
Russia	007
Slovenia	00386
Spain	0034
Sweden	0046
Switzerland	0041
Turkey	0090
Yugoslavia	00381

Chapter 9 - Agency numbers & hours

In Netherlands

The country code for the Netherlands is 0031, so for example, when calling the Commander, U.S. Army Garrison Schinnen commercially from outside the Netherlands, dial 0031-46-443-7150. When calling the same office while in the Netherlands the country code isn't necessary, but an additional 0 in front of the number is necessary. Dial 046-443-7150.

U.S. Army Garrison Schinnen (Schinnen)

- Commander 360-1500, 046-443-7150
- Secretary 360-7540, 046-443-7540
- Deputy Garrison Commander 360-1510, 046-443-7151
- Command Sergeant Major 360-1520, 046-443-7152
- Director of Human Resources 360-7305, 046-443-7305



Army Community Services (Schinnen) 360-7500, 046-443-7500, M-F: 0800-1630

Army Emergency Relief (Schinnen) 360-7450, 046-443-7450, M-F: 0800-1630

Army Family Action Plan (Schinnen) 360-7289, M-F: 0800-1630

Army Family Team Building (Schinnen) 360-7482, 0800-1630

Army Personnel (JFC HQ Brunssum) 364-2216, 045-526-2216, Appointments: M, T, W: 0830-1215, 1400-1600; Th: 1400-1600; F: 0830-1400

Commander, Battalion U. S. Army Element (JFC HQ Brunssum) 364-2508, 045-526-2508

Commander, Company U. S. Army Element (JFC HQ Brunssum) 364-2169, 045-526-2169

Banks:

- Andrews Federal Credit Union (Schinnen) 360-7507, 046-443-7507, M: Closed, T, W, F, SA: 0900-1600, Th: 1030-1700
- Community Bank (Schinnen) 360-7412, 046-443-4350, M: Closed, T, W, F: 1000-1700, Th: 1100-1800, SA: 1030-1530

Car Care (Schinnen) 360-7383, 046-443-7383, M: 0900-1800, T, W: 0900-1900, Th: 0900-2000, F: 0900-1900, Sa: 0800-1900, Su: 0900-1800

Car Rental (Schinnen) 046-443-8214, 360-7365, M-F: 1000-1700

Car Sales (Schinnen) 046-443-3937, T-Sa: 1000-1600

Central Issue Facility (Schinnen) 360-7372, 046-443-7372, M, T, W, F: 0730-1600; Th 0730-1500

Central Processing Facility (Schinnen) 360-7334, 046-443-7334, M-F: 0800-1630

Chapel Center (JFC HQ Brunssum) 364-2940, 045-526-2940, M-W, F: 0900-1630, Th: 0900-1500, Su: 0900-1230, Sa: Closed

Child & Youth Services (JFC HQ Brunssum) 364-4191/4192/4194, 045-526-4191/4192/4194, M-F: 0800-1700

Civilian Personnel Office (Chievres, Belgium) 361-5467, 0032-68-27-5467, M-F: 0830-1700. There is no CPO available at Schinnen.

Commissary (Schinnen) 360-7513, 046-443-7513, M: Closed, T-F: 1000-1900, Sa-Su: 1000-1800

Customs Office (JFC HQ Brunssum) 364-2681, 045-526-2681, M-F: 0830-1600

Driver's Testing (Schinnen) 360-7433, 046-443-7433, M-F: 07300-16:00 (Call for appointment first)

Education Center (Schinnen) M-F: 0800-1700, 360-7641, 046-443-7641

- Education Counselor M-F: 0800-1700, 360-7651/7613, 046-443-7651/7613
- Central Texas College MTWTH: 0830-1330, 360-7685, 046-443-7685
- Testing M-F: 0800-1630, 360-7613, 046-443-7613/7651
- University of Maryland M-F: 0900-1630, 360-7620, 046-443-7620
- University of Oklahoma Th: 1130-1430, 360-7653, 046-443-7653
- Multi-Use Learning Facility, Bldg. 13, M-F: 0900-1700, 360-7201/7213, 046-443-7201/7213

Education and Developmental Intervention Services (EDIS) Schinnen M-F: 0900-1600, 360-7686, 046-443-7686

Employment Readiness (Schinnen) 360-7269, 046-443-7269, M-F: 0800-1630

Environmental Office (Schinnen) 360-7225, 046-443-7225, M-F: 0800-1600

Equal Employment Opportunity (Schinnen) 360-7445, 046-443-7445, M-F: 0800-1630

Equal Opportunity Office (Schinnen) 360-7534, 046-443-7534, M-F: 0800-1630, Lunch: 1130-1230

Exceptional Family Member Program (Schinnen) 360-7500, M-F: 0800-1630

Family Advocacy (Schinnen) 360-7453, 046-443-7453, M-F: 0800-1630

Finance Office (JFC HQ Brunssum) 364-2829, 045-526-2829, Mil Pay: M, W, F: 0830-1200, 1330-1600, Th: 1330-1600; Cashier: M, T, W, F: 0830-1230, 1330-1600, Th: 1030-1200, 1300-1500

Financial Readiness (ACS-Schinnen) 360-7450, 046-443-7450, M-F: 0800-1630

Fire & Emergency Services (Schinnen) 360-7230, 046-443-7230, M-F: 0800-1630

Food:

- **Anthony's Pizza** (Schinnen) 360-7336, 046-443-7336, M: 1100-1500; T,W: 1100-1900; Th:1100-2000; F:1100-1900; Sa, Su:1100-1700
- **Baskin Robins** (Schinnen) 360-7336, 046-443-7336, M: 1100-1500; T,W: 1100-1900; Th: 1100-2000; F: 1100-1900; Sa-Su: 1100-1700
- **Burger King** (Schinnen) 360-7336, 046-443-7336, M: 0900-1500; T,W: 0800-1900; TH: 0800-2000; F:0800-1900, SA: 0900-1830, SU: 0900-1700
- **Dutch Kantina** (Schinnen) 360-7291, M-F: 0900-1500
- **Harry's BBQ** (Schinnen) 360-7527, 046-443-7527, W: 1100-2000, Th: 1600-2000
- **Memories Lane Lounge** (Schinnen) 360-7291, F: 1600-2000. Call for special events and parties.
- **Pin Point Café** (Schinnen) 360-7527, 046-443-7527, W-Sa: 1100-2000

Housing Office (Schinnen) 360-7340, 046-443-7340, M-F: 0800-1630

ID Cards (JFC HQ Brunssum) 364-2216, 045-526-2216, M-W: 0900-1200 & 1330-1600; Th: 1330-1600; F: 0800-1400

Installation Volunteer Coordinator (ACS-Schinnen) 360-7451, 046-443-7451, M-F: 0800-1630

Law Center (Schinnen) M-F: 0900-1200, 1330-1700

- Legal Assistance 360-7688, 046-443-7688
- Legal Claims 360-7683, 046-443-7683
- FAX 360-7687, 046-443-76876205

Library (JFC HQ Brunssum) 364-2669, 045-526-2469, M: Closed, T-W: 1000-2000, Th-F: 1000-1800, Sa-Su: 1200-1600

Local Procurement (Schinnen) 360-7376, 046-4437376, M-F: 0730-1600

Mail:

- Mail Room (Schinnen) 360-7410, 046-443-7410, M-F: 1600-1700, Th: 1500-1700

- Mail Room (JFC HQ Brunssum) 364-2107, 045-526-2107, M: Closed, T-F: 0900-1630
- Post Office - APO (Schinnen) 360-7279, 046-443-7279, M-W, F: 1000-1600, Th: 1000-1800

Military Police (JFC HQ Brunssum) 364-2616 (non-emergency), 045-526-2616, **364-2000 (emergency) 045-526-2000**

Military Police (Schinnen) 360-7228 (non-emergency), 046-443-7228, **360-7555 (emergency) 046-443-7555**

Morale, Welfare and Recreation (Schinnen) 360-7492, 046-443-7492

- **FMWR Trips and Tours** (Schinnen) 360-7561, 046-443-7561
- **Arts/Craft Shop** (JFC HQ Brunssum) 364-2454, 045-526-2454, T, Th: 1000-1700 and 1830-2000, W: 1000-1700
- **Auto Hobby Shop** (JFC HQ Brunssum) 364-3173, 045-526-3173, W- F: 1200-2000, Sa: 0900-1700,
- **Bowling Center** (Schinnen) 360-7207, 046-443-7207, M-T: Closed, W-Sa: 1100-2100, Su: 1100-1800; Cosmic Fridays: 1800-2100
- **Fitness Center** (Schinnen) 360-7561, 046-443-7561, M-F: 0600-2000, Sa-Su: 0900-1700
- **Gym** (JFC HQ Brunssum) 364-3171, 045-526-3171, M-F: 0600-2100, Sa-Su: 1000-1800
- **Movie Theater / Alliance** (JFC HQ Brunssum) 364-2110, 045-526-2110, F-Su: Box Office Opens at 1830, movie starts at 1900, Sa Matinee: 1600
- **Pool** (JFC HQ Brunssum) 364-3172, 045-443-3172, M-F: 1200-1900, Sa-Su: 1200-1600
- **SATO Travel** (Schinnen) 360-7385, 046-443-4373, M-F: 0800-1700

New Parent Support Program (Schinnen) 360-7335, M-F: 0800-1700

Personal Care:

- **Beauty / Barber Shop** (JFC HQ Brunssum) 045-526-2957, M-F: 0830-1700
- **Barber/Beauty Shop** (Schinnen) 046-443-7312, T- F: 1000-1800, SA: 1000-1700,
- **Alterations/Dry Cleaners** (Schinnen) 046-443-7258, Tue-Sat 1000-1800
- **Dry Cleaners** (JFC HQ Brunssum) 045-564-2227, M-F: 1300-1700

Property Book Office (Schinnen) 360-7374/7391, 046-443-7374, M-F: 0800-1630

Public Affairs Office (Schinnen) Tri-Border News Notes and Schinnen Happenings 360-1600/7331, 046-443-7160/7331, M-F: 0800-1630

Red Cross For Red Cross Services on NATO Installations outside of Germany, on

the main land and all communities under SHAPE call DSN 452-5244.

Relocation Assistance (Schinnen) 360-7512, 046-443-7512, M-F: 0800-1630

Safety and Occupational Health (Schinnen) 360-7270, 046-443-7270, M-F: 0800-1630

Schools: All offices open M-F: 0800-1600

- Elementary School (JFC HQ Brunssum) 045-527-8251
- Middle School (JFC HQ Brunssum) 045-527-8261
- High School (JFC HQ Brunssum) 045-527-8261
- School Liaison Officer (Brunssum) 045-526-2023/3008

Self Help Store (Schinnen) 360-7229, 046-443-7229, M-F: 0730-1600

SSSC (Schinnen) 360-7384, 046-443-7384, M,T,W,F: 0730-1600; Th 0730-1500

Shopping

- **AAFES Main Store** (Schinnen) 360-7233/1902 046-443-7587, M: Closed; T,W: 1100-1900; TH: 1100-2000; F: 1100-1900; Sa: 1000-1800; Su: 1000-1800
- **American Thrift Shop** (Schinnen) 360-7436, 046-443-7436, W, F: 10:00-14:00, Th: 1300-1700, Sa: 1000-1400
- **Bookmark** (Schinnen-Located in Burger King) 360-7550, 046-443-7550, T-Sa: 1000-1900
- **Commissary** (Schinnen) 360-7513, 046-443-7513, T-F: 1000-1900, Sa-Su: 1000-1800
- **Gift Cottage** (Schinnen) 046-443-1174, T-W: 1000-1800, Th: 1000-1900, F: 1000-1800; Sa: 1000-1700, Su: 1100-1700
- **Military Clothing Sales** (Schinnen) 046-443-1902, 360-7446, T-W: 1100-1900, Th: 1100-2000, F: 1100-1900, Sa: 1000-1800
- **Car Sales** (Schinnen) 046-443-8215, T-F 1000-1700
- **PXTRA** (Schinnen) 360-7308, 046-443-7308, T-Sun:1000-1900
- **Shoppette/Class VI** (Schinnen) 046-443-1859, 360-7587, M-Fri: 1100-1700; Sa-Su: 1000-1800

TASC (Schinnen) 360-7426/7293, 046-443-7426/7293, M-F: 0800-1630

TMP (Schinnen) 360-7317, 046-443-7317, M,T,W,F: 0800-1630; Th: 0800-1500

Tourist Office – VVV Brunssum 045-525-6811; **VVV** Maastricht 043-325-2121 or www.vvvmaastricht.nl; **VVV** Sittard 046-452-4144

Train Station (Sittard) 0900-9292, (24-hour information available in English)

Transportation - Inbound (Schinnen) 360-7575/7572, 046-443-7604, M-F: 0800-1630

Transportation - Outbound (Schinnen) 360-7575/7572, 046-443-7604, M-F: 0800-1630

Travel Office (Official) (Schinnen) 360-7588, 046-443-7588, M-F: 0800-1630

VAT Tax Relief (Schinnen) 360-1780, 046-443-7178, M-F: 0730-1600

Vehicle Processing Center (Schinnen) 360-7386, 046-443-2818, M-F: 0800-1630

Work Orders (Schinnen) 360-7215, 046-443-7215, M-F: 0730-1600

Youth Services (JFC HQ Brunssum) 364-3008, 045-527-3008, M-Th: 0930-1300, 1500-1730, Center hours: M-F: 1530-1800; 1000-1800 on non-school days

In Germany

The country code for Germany is 0049.

When calling the Abrams Complex in Garmisch commercially, dial 0049-8821-7290. When calling the Abrams Complex while in Germany, don't use the country code, but add a 0 in front of the number. Dial 08821-7290.

Armed Forces Recreation sites:

- Abrams Complex (Garmisch) DSN 440-2584, COMM: 08821-7290
- Edelweiss Lodge and Resort DSN: 440-2848, COMM: 08821-750848
- <http://www.edelweisslodgeandresort.com/>

Airman & Family Readiness Center (Geilenkirchen) 02451-63-3791, M-F: 0800-1700

Auto Service Center / Car rental (Geilenkirchen) 02451-484-1853, M-F: 0800-1700, Inspections are M, W, F: 0800-1200; Bicycle Shop: M-F: 1000-1600, Gas Pumps: M-F: 0730-1800; Gas Pumps/Bicycle Shop: Sa: 1000-1700, Su: 1000-1600

Bank – DRESDNER (Geilenkirchen) 02451-63-4080, M-F: 0930-1430, 1400-1530

Barber / Beauty Shop (Geilenkirchen) 02451-63-4087, M-F: 0800-1600, appointment needed for beauty shop

Billeting Office (NATO) (Geilenkirchen) 02451-63-4962, M-Th: 0815-1200, 1300-1600, F: 0815-1200, 1300-1500

Bundespost (German Post Office) (Geilenkirchen) 02451-63-4089, M-F: 1000-1600

Chapel (Geilenkirchen) 02451-63-2229, M-F: 0800-1600

Child Development Center (Geilenkirchen) 02451-63-2216, M-F: 0715-1730

Clubs:

- Frisbee Club (NCO) (Geilenkirchen) 02451-63-4994, M-F: 0900-1400, 1600-2100 (call for meal hours)
- Officer's Club (Geilenkirchen) 02451-63-4991, M-F: 1100-2300, Su: 1100-1400 (call for meal hours)
- Sentry Club (All ranks) (Geilenkirchen) 02451-63-4997, M-F: 0730-2000, Sa-Su: 1000-1730

Command Post (Geilenkirchen) (24 hours) 02451-63-4433

Dental Clinic (Geilenkirchen) 02451-99-3535, M/W/F: 0800-1700, T: 0800-1600, Th 0800 - 1200, closed for lunch 1200-1300 and NATO Holidays

Dry Cleaners/Bookstore (Geilenkirchen) 02451-66365, M-F: 0800-1600

Education Center (Geilenkirchen) 02451-63-2244, M-F: 0800-1700 (call individual schools for their hours)

- University of Maryland, 02451-63-2247
- University of Oklahoma, 02451-63-2208
- Embry-Riddle Aeronautical University, 02451-63-2246

Elementary School (Geilenkirchen) 02451-63-2296, M-F: 0800-1600

Equal Opportunity/Human Relations (Geilenkirchen) 02451-63-2219, M-F: 0900-1600

Equal Employment Opportunity (Geilenkirchen) 02451-63-2204, M-F by appointment only

Finance Office (Geilenkirchen) 02451-63-2220, Customer Service: M-F: 0900-1600, Cashier: M-F: 0900-1500

Four season store 02451-62-0742

Gym (Geilenkirchen) 02451-63-4946, M-F: 0600-2200, SA: 1000-1400

Housing Office (US) (Geilenkirchen) 02451-63-2224, M-Th: 0900-1630, F: 0900-1530

Housing Office (International) (Geilenkirchen) 02451-63-4960, M-Th: 0845-1200, 1300-1600, F: 0845-1200, 1300-1500

Inspector General (IG) (Geilenkirchen) 02451-63-2505, M-F: 0800-1700

International Dining Hall (Geilenkirchen) 02451-63-4935, M-F: 0500-0830 (breakfast), 1100-1315 (lunch), 1630-1830 (dinner), Sa-Su: 0730-0930 (breakfast), 1100-1330 (lunch)

Legal Center (Geilenkirchen) 02451-63-2235, M-F: 0800-1600

Library (Geilenkirchen) 02451-63-4956, M-F: 1100-1600

Medical Center (Landstuhl) 486-8136, 06371-86-8136, (call appointments)

Medical Clinic (Geilenkirchen), M/W/ F: 0730-1700, T: 0730-1600, Th: 0730-1200, closed for lunch 1200-1300 daily and for NATO Holidays

- Allergy (by appointment only), 02451-99-3360
- Behavioral Health/Family Advocacy, 02451-99-3378
- Canadian Office, 02451-99-3354
- Central Appointments, 02451-99-3200, Active Duty may call from 0730-0800, hours for all others listed under Medical Clinic (Geilenkirchen)
- Command Section, 02451-99-3300
- Health Promotions/Wellness Center, 02451-99-3386/3387
- Immunizations, M-F, 0800-1130 and 1300-1630. Third Tuesday is allergy clinic, 0800-1130, 02451-99-3360
- Laboratory, 02451-99-3379
- Medical Flight Senior Enlisted Focal Point, 02451-99-3503
- Medical Logistics, 02451-99-3364
- Medical Readiness, 02451-99-3312
- Nurse Consult (call through central appointments, select option one)
- Pharmacy, 02451-99-3334
- Public Health/Force Health Management, 02451-99-3328
- TRICARE-Health Benefits Advisor, 02451-99-3400
- X-ray/Radiology, 02451-99-3420

Military Clothing (GK) 02451-63-2248, M-Sa: 1000-1830 Su: 1100-1730

Morale, Welfare & Activities (Geilenkirchen) 02451-63-4940, M-F: 0800-1700

Movie Theaters

NAAFI British **PX** (Rheindahlen) 02161-90-1120, call for hours

NATEX Shopping Facility (Geilenkirchen) 02451-484-5111

- Grocery Store: M- F: 0900-1800; SA: 1000-1800; SU: 1100-1700
- Getranke (Beverage Market): M-SA: 1000-1800; SU: 1100-1700
- Clothing Store: M-SA: 1000-1800; SU: 1100-1700
- Department Store (Outside Main Gate) 02451-911630, M-SA: 1000-1800, SU: 1100-1700

- Video Rental 02451-620743, M-F: 1100-1900, Sat: 1100-1800, Sun: 1100-1700

Pre-School (International) (GK) 02451-63-4957, M-F: 0800-1200, 1400-1630

Pass and Registration (Geilenkirchen) 02451-63-4866, M-TH: 0900-1200, 1300-1530, F: 0900-1200, 1300-1500

Post Office (US) (Geilenkirchen) 02451-63-2234, Mailing: M-F: 0900-1500, Pick-up: M-F: 1000-1700

Privately Owned Vehicle (Geilenkirchen) 02451-63-4924, M-F: 0800-1230

Red Cross Spangdahlem: 06565-61-6330

Sauna (Geilenkirchen) 02451-63-4947, M-F: 1100-1330, T: 1530-2030 (men), W: 1530-2030 (women) Th: 1530-2030 (mixed)

Swimming Pool (GK) 02451-63-4948, Open May-Sept daily, 1100-1900

Thrift Shop (Geilenkirchen) 02451-63-4919, T & Th: 1000-1400

Transportation Office (Geilenkirchen) 02451-63-2227, M-F: 0800-1600

Value Added Tax (VAT) Office (GK) 02451-63-4916, M-F: 0800-1200

Youth Activities (International) (Geilenkirchen) 02451-63-4954/4955, M-F: 0800-1730, Office Hours: 0815-1300

Before you go on a trip, try a little research...

Maps are great, but the following web sites can also be insightful in researching travels around the Tri-Border area and Europe.

- ♦ <http://www.9292ov.nl> (bus maps and routes)
- ♦ <http://www.viamichelin.com> (driving routes, mapping, hotels, restaurants)
- ♦ <http://www.raileurope.com/us> (Eurailpass gives travelers unlimited train travel in 17 countries through an extensive rail network in Europe)
- ♦ <http://www.expedia.com> (Maps of Europe and driving directions)
- ♦ <http://www.eurostar.com/dctm/jsp/index.jsp> (Eurostar rail services linking Great Britain with France)
- ♦ <http://www.academicinfo.net/histeuro.html> (Academic European History)
- ♦ <http://www.cdc.gov> (Center for Disease Control traveler's health tips)
- ♦ <http://www.odci.gov/cia/publications/factbook/> (Statistical information published by the CIA)

Chapter 10-USAG Schinnen

Mission and Values

MISSION STATEMENT

USAG Schinnen provides command and control, installation services, force protection and deployment support in order to enhance Army, Joint and NATO forces' well-being, mission readiness and execution.

VISION STATEMENT

To be the benchmark installation with a team of empowered Soldiers and Civilians committed to...

Serving our Customers
National, Army and Community Values
Community well-being

“Mission Possible!”

VALUES

We support and strive to live the Army Values in all of our organizational actions: **LDRSHIP** (Loyalty, Duty, Respect, Selfless Service, Honesty, Integrity and Personal Courage)

The U.S. Army Garrison Schinnen embraces the following organizational business core values and concepts:

Accountability – Taking responsibility for our actions or inactions.

Agility – Focusing on the future and the flexibility to meet the changing environment.

Commitment – Dedicated to mission accomplishment.

Competence – Providing a trained, motivated and knowledgeable workforce that is both effective and efficient.

Empowerment – Engendering the freedom to be innovative and communicate with candor.

Quality – Delivering the best possible service; quality is embedded in all we do.

Stewardship – Allocating resources where they are needed most and safeguard those resources entrusted to use by our government, for they are our own.

Teamwork - Working as one, toward a common goal. A team of teams.

Vision - Understanding where you fit into the organization and long-term plan. Are you laying bricks or building a cathedral?

Chapter 11-About the Area

The Tri-Border Area is home to Army, Air Force, Navy and DoD Civilians in support of the North Atlantic Treaty Organization (NATO).

The Tri-Border consists of the Netherlands, Germany and Belgium specifically, but also includes Luxembourg. Members of the U.S. Army Garrison Schinnen support both U.S. and Canadian Armed Forces stationed in these countries, particularly those stationed at Allied Forces North, NL; at Geilenkirchen, GE; and at 18 geographically separated locations.

Netherlands is one of the smallest kingdoms in the world. With only 14,000 square miles, it has a population of 16 million people — 1,000 people per square mile in comparison to the U.S. where you'll find about 20 people per square mile. It's normal to have farmland in towns and villages here because the population is expanding the parameters of the towns. The Dutch are famous for their projects to reclaim the land from the sea. In the Province of Zeeland, the Delta Works project uses enormous dams to connect islands.

The U.S. Army Garrison Schinnen, Schinnen, and Joint Forces Command are located in the Province of Limburg in the most picturesque part of Nether-

lands. The capital of this province is Maastricht and it's one of the oldest towns in Holland, dating back to the third century. The town has a huge number of ancient buildings, churches, squares or plazas, and museums. Another well-known town is Valkenburg, which is a vacation resort dominated by 13th century castle ruins. Valkenburg is also famous for its ancient quarries used by the Romans, called grottos.

The "Limburgers" have their own special dialect that has developed over the centuries from a mixture of French, German and Dutch. The language can hardly be called a dialect, but more like a separate language because it has its own grammar and its own dictionary. The predominant religion is Roman Catholic.

You will find the majority of the people here speak English and are flattered by any attempt at speaking Dutch.



The country of **Belgium** is made up of Flemish, German and French people. In 1993, a new system of government

was formed in which two federal states were created out of nine Belgian provinces. One state is French and the other is Flemish. The capital of Belgium is Brussels. Chievres is home to SHAPE and USAG Benelux, USAG Schinnen's higher headquarters.

Belgium is a small country, approximately the size of Maryland. Thirty-nine miles of its coast borders the North Sea, and 896 miles border



the Netherlands, Germany, Luxembourg and France. The majority of the population lives in the triangle formed by Brussels, Ghent and Antwerp. There are amusement parks, water parks, museums, modern malls, auction houses, antique stores, theaters, concert halls and year-round open-air markets located throughout the country. Belgium also has many historical sites of interest.

The capital of Germany is Berlin. There are many U.S. installations throughout the country, with the U.S. Army Europe Headquarters located in Heidelberg. More than 80 million people live in this country, primarily of Catholic and Protestant religion. Germany is known for its ancient architecture as well as its festivals celebrated throughout the year.



Germany is full of ancient ruins and some cities such as Heidelberg, Munich, Rothenburg and Wuerzburg boast some of the most beautiful castles and churches in Europe. There are 27 castles along the Rhein River

alone.

The world famous Oktoberfest held in Munich is an extravagant display of beer drinking and carnival. It starts in the middle of September with parades and folklore. The fest dates back to 1810 when Crown Prince Ludwig threw a party for all of Bavaria to celebrate his marriage to his princess. The festivities continue daily for three weeks.



The Grand Duchy of Luxembourg, a constitutional monarchy, is an independent sovereign state, tucked between Belgium, France and Germany. Luxembourg is the sixth-smallest country and the only Grand Duchy in the world. The country measures just 51 miles by 32 miles, and has a population of 420,000 comprising the highest proportion of inhabitants with a foreign passport among the EU countries. Luxembourg is 97 percent Roman Catholic.

'Lëtzebuergesch' is the everyday spoken language of the people, and the symbol of the Luxembourgers' national identity. This former Mosel-Frankish dialect is now recognized as the national language, while both French and German remain the official languages.

This peculiar language situation is

a direct result of the size of the country, and its historic associations with both France and Germany.

Exhibits in the National Museum of History and Art in Luxembourg City give evidence of early settlers from the Mesolithic and the Neolithic ages (some 10 000 years ago). Caesar wrote of the vast forests covering the entire area, and even today more than

one third of the country is hilly woodlands, sheltering in its crags and valleys ancient trees and monuments, such as the "Devil's Altar" near Diekirch.



American Cemetery and Memorial honors veterans

The World War II Netherlands American Cemetery and Memorial is the only one of its kind in Netherlands. It lies in the village of Margraten, six miles east of Maastricht.

The American Battle Monuments Commission administers, operates, and maintains twenty-four permanent American burial grounds on foreign soil.

The Margraten cemetery's site has a rich historical background. Lying near the famous Cologne-Boulogne highway, it was originally built by the Romans and was used by Caesar during his campaign in that area. The highway was also used by Charlemagne, Charles V, Napoleon, and Kaiser Wilhelm II. In May 1940, Hitler's legions advanced over the route of the old Roman highway, overwhelming the Low Countries. In 1944, German troops once more used the highway for the withdrawal from the countries occupied for four years.



The walls on either side of the Court of Honor at the cemetery contain the Tablets of the Missing on which are recorded the names of 1,723 Americans missing who gave their lives in the service of their country and who rest in unknown graves. Beyond the chapel and tower is the burial area which is divided into sixteen plots. Here rest 8,301 American dead, most of whom lost their lives nearby.

The cemetery is open daily to the public, 0900-1700 except Dec. 25 and Jan. 1. It is open on host country holidays. When the cemetery is open to the public, a staff member is on duty in the Visitors' Building to answer questions and escort relatives to grave and memorial sites. For more information call 043-458-1208.

Chapter 12/Force Protection



World events since Sept. 11, 2001, have reshaped old society norms and have certainly made people more aware of the potential dangers surrounding them. It's up to us (service members, Civilian employees and Family members), though, to make the terrorists' job more difficult by watching our surroundings and staying alert to the possibility of trouble.

Here are a few simple tips that can go a long way in protecting yourself and loved ones.

People are at risk when answering the door at their quarters, particularly at night. One should use a peephole or intercom to identify persons and never automatically open doors to strangers. Always verify the credentials of any utility or service personnel asking to enter the home.

Never admit vendors into the home, and never give information to people who call door-to-door. Politely let them know you're not interested and close the door. If the individual fails to leave, becomes unruly or violent, call the Host Nation police. Report incidents to the Military Police as soon as possible and give a description of the person and any leaflets he/she gave out.

Consider the following points when dealing with deliveries at home:

- Do not accept presents or parcels from unknown persons.
- Check all deliveries carefully before accepting them and question the person delivering them until satisfied.
- Give clear instructions to all Family members regarding deliveries.

Paying attention to security around the home will also help:

- The cleaner and tidier the areas around the quarters, the easier it'll be to spot unusual or suspicious objects.
- Keep yard-gates, garages and sheds locked.
- Lock all doors and windows prior to going to bed.
- Check doors and windows first thing

in the morning for signs of forced entry.

- Trash cans should be kept in an enclosed area or an area well away from the house.
- Periodically check areas around the house.
- Ensure security lighting is operational and hedges/bushes are trimmed to prevent unlit areas.
- Keep strict control over house keys. Never leave a key under the mat, in the letterbox or in any other obvious hiding place.

People should immediately report the presence of strangers in the neighborhood to the Host Nation Police and to the local MP desk. Also report strange cars cruising or parked frequently in the area, particularly if one or more occupants remain in the car for long periods. Make a note of the occupants, license numbers and others distinct features of suspicious vehicles.

It's important the community be aware of safety precautions when traveling too:

- Become familiar with the Anti-terrorism Personnel Protection Guide found at <http://www.hqusareur.army.mil/PDFs/apc.pdf>.
- Travel in small groups, avoid traveling alone, and vary routes and movements.
- Try to be inconspicuous and not draw undue attention.
- Avoid spontaneous or planned gatherings and demonstrations.
- If a person comes upon a demonstration, they should remain calm and disengage from the situation. Avoid speaking loudly or drawing attention.
- Know where safe areas are and how to get to them.
- Know the emergency numbers for the areas you are traveling in.



Each year the Tri-Border Community comes together for a Freedom Fest in July that includes a day's worth of food, fun, rides, games and culminates in the evening with a fireworks display.