



WELCOME TO DÜLMEN HIVE

A GUIDE FOR SINGLE PERSONNEL





CONTENTS

Welcome to Dulmen	page 2
HIVE opening hours	page 3
HIVE Mission Statement & Disclaimer	page 4
What can we do for you?	page 5
A –Z of HIVE Information	page 6 - 10
Emergency numbers	page 11
HIVE's across Europe	page 12
Clothing Guide	page 13
Food translations	page 14 -17
Other Agencies	page 18 & 19
Notes	page 20

The HIVE is situated at the Amenities Centre, Building 50 Tower Barracks.

Date of Issue: Feb 2010



WELCOME TO DULMEN

The HIVE would like to offer you a warm welcome to Dulmen Station. This booklet is designed to answer some of the questions that may arise when you first arrive in Dulmen, particularly if it is your first posting to Germany. The HIVE is situated at Tower Barracks, building 50. Our opening hours are on the following page. Please feel free to pop in and see us, leave us a message on our answer phone or send us an E-mail and we will get back to you.

The HIVE is an information centre for the Service Community, which includes single and married serving personnel, civilian MOD employees and their dependents.

Our aim is to provide a professional information and referral service. We endeavour to answer all your queries and find the information you need, or point you in the right direction for the best possible help and support. We can offer you a welcome pack with maps and information leaflets to get you started in your new posting.

If you are arriving from outside Germany you should have received a copy of "So You Are Posted to Germany", which gives you information on everything you need to know on arrival, e.g. documentation, pay, registering your vehicle, claiming Job Seekers Allowance etc. You should also have received a copy of the Dulmen Station Service Community Official Guide, which gives more detailed information about the local community including housing, schools, welfare support and station facilities. Copies of both these booklets are available from The HIVE.

If you are on the Internet the website www.hive-europe.co.uk will also give you lots of useful information. You will find The HIVE e-mail address here too.

HIVE OPENING HOURS

MONDAY 09:00 to 12:00

TUESDAY 09:00 to 12.00

WEDNESDAY 09:00 to 12:00

THURSDAY 09:00 to 12.00

FRIDAY 09:00 to 12.00

TELEPHONE Civil 0049 (0)2594 962 2512
Mil 63 2512

FAX Civil 0049 (0)2594 962 2511
Mil 63 2511

E MAIL dulmen@hive-europe.co.uk

We look forward to seeing you at The HIVE.

MISSION STATEMENT

HIVE Information Centres Support the Chain of Command and Tri-Service Communities through the provision of up to date and relevant information.

DISCLAIMER

The content of any brochures or advertisement displayed in the HIVE does not necessarily reflect the policies or opinions of HM Government, the Ministry of Defence or Tri-Service HIVE. The accuracy of brochures displayed is not guaranteed.

WHAT CAN YOUR HIVE DO FOR YOU?

We can provide you with information of the following areas:

New arrival Information

Consumer & Business

Transport and holidays

Legal matters

Local tourism

Postings & Departures

Travel

Communications

Clubs & Societies

Education

Family & Welfare

Theme parks

Employment

Great days out

Leisure

Benefits

Health & Safety

Taxes

Customs

A – Z OF USEFUL INFORMATION

The following information is aimed at providing a general guide, which we hope will make settling in to Dulmen a little easier. More detailed information on many of these subjects can be found in the Dulmen Service Community Guide, or by contacting the HIVE team.

ACCOMMODATION

If you have family visiting from UK and need details of accommodation, call in the HIVE for a comprehensive list of local B&B and Hotels.

BANKS

The nearest Sparkasse Bank is “Dulmen Nord”, and is located on Munster Strasse.
The nearest Volksbank is on Konigswall, central Dulmen.
The nearest Commerzbank is Ludinghauser Strasse 15, central Dulmen

In Wulfen both the Sparkasse and Volksbank are located on Hervester Strasse.

BFG THE CAR

You are required under British Army (Germany) Standing order 3213 to register your vehicle with the BFG Vehicle Licensing Office. The unit BFG Registration Office, (depending on your unit) will advise you on the correct procedure to be followed. The BFG Registration Office is located within the Station Admin Office in Building 50 and is open Monday-Thursday 0830 to 1200 and Friday 0830 to 1100 hrs.

All members of BFG must register their vehicles with the BFG VLO within 30 days of arrival. Before registration all drivers must take a matrix test and be issued with a BFG Driving Permit.

Rules, regulations and forms can be found on www.bfgnet.de

CHURCHES

Padre Peter King SSC CF is our Chaplain for Dulmen and also looks after Munster, he can be contacted on 0251 927 2356/2390. St Barbara’s Church is located in The Ark Community Centre. Services are held twice monthly, contact the Welfare Office for further details.

CLUBS

The HIVE has information on clubs which run within Dulmen station. For information on sports clubs within the German community please visit www.citysports.de

COINS.

The HIVE collects all your unused foreign currency for the BBC Children in Need Appeal charity.

CITY GUIDES

We have a number of city guides should you be planning a visit. These include Amsterdam, Prague, Hannover, Hamburg, Paris, London, Munich, Brugge, Bavaria and Berlin.

CONFIDENTIAL HELP-LINE

Provide support and options for Army personnel and their families. If something is getting you down and you feel the need to talk it over with someone outside of the Army then this is completely confidential and available everyday from any where in the world. From Germany contact them on 0800 1827 395.

Victim Support offers a listening ear and practical support, with trained volunteers based throughout Germany. This is a free, confidential and completely non-military service. Contact civil 02161 472 2272.

COMMUNITY CENTRE

The ARK community Centre is open weekday mornings / lunchtimes serving hot and cold drinks and snacks. It is also available for parties that can be catered for, please call in for more information. There is an indoor play centre for children under 10yrs.

FURTHER EDUCATION/LEISURE CLASSES

Education courses are run quarterly (when possible) in Dulmen Station, this includes CLAIT training.

The HIVE holds information on education courses and leisure classes running at 40 Army Education Centre York Barracks, Munster and those held at 34 AEC in JHQ.

Various interactive courses are available at the Interactive Learning Centre and the Army Learning Centre both located on Dulmen Station.

Information on correspondance courses is also available.

GYMNASIUM

If you wish to use the gymnasium you must first book an induction with the PTI who will then issue you with a pass. At the induction you will be advised of opening times and insurance requirements. Outside of normal Gym hours you may book the key out of the guardroom, however there must be two people at all times. 02594 782 2288.

HIVE DATABASE

The HIVE's computer database is an A-Z of useful local information, services, clubs, businesses, telephone numbers etc.

The database is updated regularly and if you would like something to be included please contact a member of the HIVE team.

ID CARDS/NAAFI SHOPPING PERMITS

All military personnel, entitled civilians and dependants are required to carry an ID card. A NAAFI Shopping Permit is issued to all entitled personnel and will be required to use the NAAFI shopping facilities. Shopping Permits and ID card applications are available from the Welfare Centre.

INTERNET

Internet access is available in the Library and also in the Welfare Office and are available during their working hours.

INTERACTIVE LEARNING CENTRE

In Dulmen Station you will find the Interactive Learning Centre which offers a variety of interactive computer courses free of charge. Please contact the ILC direct, which is situated within the Library. The ILC also has internet facilities.

LEAFLETS

The HIVE holds leaflets containing a huge variety of information on everything from benefits to bus timetables. We hold core information on a variety of subjects including education, social security, health, housing, communications etc. We also have dozens of pamphlets on local attractions and places of interest, as well as things to do further afield.

We have produced comprehensive booklets giving you ideas for day trips either with or without children in mind. If you're stuck for ideas on what to do or where to go, then just pop in to see us.

LEGAL HELP AND INFORMATION

The HIVE has a list of useful contacts and telephone numbers for Legal Assistance clinics which are held monthly in various locations around BFG.

LEISURE ACTIVITIES

Contact the HIVE for more information on leisure activities.

MAPS

We can assist you in obtaining maps of the local area or locating specific places of interest.

MONEY MATTERS

Please speak to us regarding your nearest banking facilities. The NAAFI accepts UK bank cards and will give cash back. There is also a cash point in the NAAFI.

MOBILE PHONE

When purchasing a mobile phone in Germany it is advisable to be clear about the contract you are signing. Most mobile phone contracts are arranged on a two year period. If you sign for two years you are legally bound to pay for those two years regardless of any sales talk to the contrary. European SIM cards can be purchased locally.

OPENING TIMES

A comprehensive list of opening times and telephone numbers for facilities, shops and clubs are available from the HIVE.

PETROL COUPONS

Duty Free Fuel Coupons cannot be sold to you unless you have a Vehicle Registration Card with an up to date and valid light/roadworthiness stamp on it. Petrol coupons, which are rationed, are available from the Station Admin Office, located in building 50.

POST OFFICE

The Forces Post Office is located in the Amenities Centre, Building 50, Tower Barracks. Open Mon-Thurs 08.30 – 1500 Fri 08.30 – 12.30. Sales of postal items, Sale of Premium Bonds & Savings Certificates. The Post Office also offers National Savings and Girobank Services. 02594 9622272

POSTINGS

The HIVE can obtain Garrison Guides and HIVE 'Welcome' packs from other stations. We also have a comprehensive 'Get You Back Pack'.

QUESTIONS

The HIVE will endeavor to answer all your questions. You will not leave the HIVE empty handed. We will either refer you to another agency, give you the details you want, a phone number or a promise that we will get back to you, if we do not have the information you are after.

RESTAURANTS

Please ask your local HIVE for information on local restaurants.

SHOPPING (TAX FREE)

Some items in Germany can be bought without mehrwertsteuer (German VAT). Only goods totalling over 50 Euros may be purchased with a MWST form. Prior to making any purchases you must obtain an official form from the FSA, Amenities Centre, Building 50, Dulmen Station.

THRIFT SHOP

The Station Thrift Shop is located in Building 70, Tower Bks, (near the Welfare Office). The Thrift may be utilised by all Service Personnel, MOD Civilians and Dependents. It is open on a Tuesday 9.30 – 2 and a Wednesday 9.30 – 11.30. the shop is not open during school term closures.

TRANSPORT (LOCAL)

Information on local services is available from the HIVE.

USEFUL TELEPHONE NUMBERS

Please see the list provided on page 17 The German direct enquiries number is 11880. The military direct enquiry is 192

VISITORS

When family are visiting you in Germany you should obtain a Close Relatives Form from the Welfare Office. The form entitles close relatives to shop, (on behalf of yourself,) for non-rationed items in the NAAFI, and to minor medical treatment in the medical centre.

All visitors and relatives should bring a completed EHIC (European Health Insurance Card).

WHAT'S ON INFO

We try to keep as much information as possible about local events and activities within Dulmen/Wulfen and the surrounding areas.

You can also check out "What's on" by visiting the Dülmen pages of our website www.hive-europe.co.uk or look at the notice boards outside your HIVE. We also have the Community Web Page which can be accessed on the above website.

EMERGENCY AND USEFUL NUMBERS

German Emergency Svcs	112
German Fire Service	112
Medical Emergencies	02594 962 3333 (Dulmen) 0251 927 2362/2363 (Munster)
RMP	05241 84 2533 (Gutersloh)
Guard Room	02594 962 2222
Welfare	Via Guard Room
Guard Room	02594 962 2343 (Routine)
Medical Centre	02594 962 3333
Dental Centre	02594 962 2428
HIVE	02594 962 2512
Welfare SNCO	02594 962 2437
Unit Welfare Officer	05241 84 2690
Estate Manager	02594 962 2324
Station Admin Office	02594 962 2208
GWA	02594 962 2386
GLSU	02594 962 2269
Tower School	02594 962 2271
Windsor School	02161 472 2466
Tiddlywinks	02594 962 2292
AWS	0541 960 2494
Homestart	0251 927 2396
Confidential Helpline	0800 182 77395
Crimeline	0800 184 2222

HIVE EUROPE CONTACT DETAILS

Email address	HIVE (location)	Phone No. Civil	Mil. No.
bielefeld@hive-europe.co.uk	Bielefeld	05251 92543122	81 3122
brunssum@hive-europe.co.uk	Brunssum	+31 45 5262891	
celle@hive-europe.co.uk	Celle	05141 9632340	78 2340
detmold@hive-europe.co.uk	Detmold	05231 37864	
duelmen@hive-europe.co.uk	Dulmen	02594 9622512	63 2512
elmpt@hive-europe.co.uk	Elmpt	02163 973183	68 3183
fallingbostel@hive-europe.co.uk	Fallingbostel	05162 9712204	76 2204
gutersloh.mb@hive-europe.co.uk	Gutersloh – Mansergh Bks	05241 842220	73 2220
gutersloh.prb@hive-europe.co.uk	Gutersloh – PRB	05241 842692	73 2692
hameln@hive-europe.co.uk	Hameln	05151 917464	83 2464
herford@hive-europe.co.uk	Herford	05221 9953127	82 3127
hohne@hive-europe.co.uk	Hohne	05051 962 2303	77 2303
munster-south@hive-europe.co.uk	Munster - South	0251 9272388	60 2388
munster-west@hive-europe.co.uk	Munster - West	0251 9272163	60 2163
naples@hive-europe.co.uk	Naples	+39 081 509 2628	
paderborn@hive-europe.co.uk	Paderborn	05251 57191	
portugal@hive-europe.co.uk	Portugal	+351 2144 04328	
ramstein@hive-europe.co.uk	Ramstein	06371401445	
rheindahlen@hive-europe.co.uk	Rheindahlen	02161 472 2519	72 2519
sennelager@hive-europe.co.uk	Sennelager	05254 9822771	79 2771
shape@hive-europe.co.uk	Shape	+32 65 443984	

CLOTHING SIZE GUIDE.

WOMAN'S DRESSES, SUITS, SKIRTS & COATS													
BRITISH	10	12	14	16	18	20							
GERMAN	36	38	40	42/44	46/48	50							
AMERICAN	8	10	12	14	16	18							
BRA SIZES													
BRITISH	32	34	36	38	40	42							
GERMAN	70	75	80	85	90	95							
WOMAN'S SHOES													
BRITISH	3	3½	4	4½	5	5½	6	6½	7	7½	8		
GERMAN	36	36/37	37	37/38	38	38/39	39	40	40/41	41	42		
AMERICAN	-	-	5½	6	6½	7	7½	8	8½	9	9½		
CHILDREN'S SHOES													
BRITISH	4	4½	5	5½	6	6½	7	7½	8	8½	9	9½	10
GERMAN	20	21	21/22	22	23	23/24	24	25	25/26	26	27	27/28	28
BRITISH	10½	11	12	13	13½	1	1½	2	2½				
GERMAN	29	30/31	31	32	32/33	33	33/34	34	35				
CHILDREN'S CLOTHES													
BRITISH (age)	2	3	4	5	6	7	8	9	10	11	12	13	14
GERMAN SIZE	92	98	104	110	116	122	128	134	140	147	152	158	164
Height in cms	91	96	102	109	114	122	127	135	140	147	152	157	164
MEN'S SUITS & OVERCOATS													
BRITISH & US	36	38	40	42	44	46							
GERMAN	44	46	48	50	52	54							
MEN'S SHIRTS													
BRITISH & US	13	13½	14	14½	15	15½	16	16½	17				
GERMAN	33	34	35/36	37	38	39/40	41	42	43				
MEN'S SOCKS													
BRITISH & US	9½	10	10½	11	11½	12	12½						
GERMAN	39	40	41	42	43	44	45						
MEN'S SHOES													
BRITISH	7	7½	8	8½	9	9½	10	10½	11	11½			
GERMAN	41	41/42	42	42/43	43	44	45	45/46	46	46/47			
AMERICAN	-	-	8½	9	9½	10	10½	11	11½	12			

FOOD TRANSLATIONS

ENGLISH	GERMAN	DUTCH
Sugar		
Sugar	Zucker	Suiker
Brown Sugar	Brauner Zucker	Bruin Suiker
Castor Sugar	Feinster Zucker	Fijne Suiker
Cube Sugar	Würfelszucker	Suikerklontjes
Granulated Sugar	Raffinierter Zucker	Suiker
Icing Sugar	Puderzucker	Poeder Suiker
Preserving Sugar	Einmachzucker	Gelei Suiker
Saccharin Tablets	Süßstofftabletten	Zoetstoff
ENGLISH	GERMAN	DUTCH
VEGETABLES AND FRUIT		
Potatoes	Kartoffeln	Aardappelen
Chips	Pommes/Fritten	Frietjes/patat
Carrots	Möhren	Wortelen
Peas	Erbsen	Erwten
Asparagus	Spargel	Asperges
Oranges	Apfelsinen/Orangen	Sinasappels

ENGLISH	GERMAN	DUTCH
BAKING		
Flour	Mehl	Bloem
Almonds	Mandeln	Amandelen
Baking Essence	Backaroma	Bakaroma
Baking Powder	Backpulver	Bakpoeder
Candied Fruit	Kandierte Früchte	Kandijt Fruit
Candied Lemon Peel	Zitronat	Bakz Citroenschil
Candied Orange Peel	Orangeat	Baksinasappelschil
Chocolate Sprinkles	Schokostreusel	Chocoladehagelslag
Coconut (dessicated)	Kokosraspeln	Gerasptecocosnoot
Cornflour	Stärkemehl	Mayzena
Gelatine	Gelantine	Gelantine
Poppyseed	Mohn	Maanzaad
Potato Flour	Kartoffelmehl	Aardappelmeel
Vanilla	Vanilleextract	Vanille extract
Yeast	Hefe	Gist

ENGLISH	GERMAN	DUTCH
HERBS AND SPICES		
Mixed spice	Spekulatiusgewürz	Speculaas kruiden
Aniseed	Anis	Anijszaad
Basil	Basilikum	Basilikum
Bayleaf	Lorbeerblatt	Laurierbladen
Caraway	Kümmel ganz	Komijnzaad
Celery Salt	Selleriesalz	Selderijzout
Chilli Powder	Chilipulver	Chilli Poeder
Chives	Schnittlauch	Bieslook
Cinnamon (ground)	Zimt (gemahlen)	Kaneel (gemalen)
Cloves (ground)	Zimt (gemahlen)	Kruidnagel
Cumin	Kümmelpuder	Komijnpoeder
Curry	Curry	Kerrie
Garlic	Knoblauch	Knoflook
Ginger	Ingwer	Gember
Juniper Berries	Wacholderbeeren	Junipers
Marjoram	Marjoran	Majoraan
Mint	Pfefferminz	Munt
Mustard (strong)	Senf (scharf)	Mosterd (scherp)
Nutmeg	Muskatnüsse	Nootmuskaat
Onion Powder	Zwiebelpulver	Uipoeder
Parsley	Petersilie	Peterselie
Pepper	Pfeffer	Peper
Saffron	Safran	Saffraan
Sage	Salbei	Salie
Salt	Salz	Zout
Soy Sauce	Sojasoße	Sojasaus
Thyme	Thymian	Thijm
Vinegar	Essig	Azijn
Vinegar (wine)	Weinessig	Wijn Azijn

ENGLISH	GERMAN	DUTCH
MEATS		
Chicken	Huhnchenfleisch	Kippevlees
Pork	Schweinefleisch	Varkensvlees
Beef	Rindfleisch	Rundvlees
Minced meat	Gehacktes	Gehakt
Meat balls	Frikadellen	Gehaktballen
Turkey	Putenfleisch	

ENGLISH	GERMAN	DUTCH
DAIRY PRODUCTS/FATS		
Butter	Butter	Boter
Cheese	Käse	Kaas
Cottage Cheese	Hüttenkäse	Huttenkaas
Cream Cheese	Frischkäse/ Sahnekäse	Roomkaascream
Cream	Sahne	Slagroom
Drinking Chocolate	Kakao	Chocolademelk
Egg/Eggs	Ei/Eier	Ei/Eieren
Evaporated milk	Kaffeerahm	Koffie melk
Full fat milk	Vollmilch	Volle melk
Low fat milk	Fettarme Milch	Halfvolle melk
Pasteurised Milk	Pasteurisierte Milch	Gepastureerde melk
Powdered Skim. Milk	Magermilchpulver	Magere poedermelk
Oil	Öl	Olie
Sunflower Oil	Sonnenblumenöl	Zonnebloom olie
Vegetable Oil	Pflanzenöl	Plantaardige olie
Soured Cream	Saure Sahne	Zure room
Lard	Schweinfett	Varkensvet
Whipped Cream	Schlagsahne	Slagroom
Yoghurt	Joghurt	Yoghurt
Semolina	Gries	Griesmeel

ENGLISH	GERMAN	DUTCH
BREADS AND CEREALS		
Bread Crumbs	Paniermehl	Paneermeel
Brown Bread	Graubrot	Bruin brood
Oatmeal	Haferflocken	Haverhout
Roll	Brötchen	Broodje
Rusk	Zwieback	Beschuit
Rye Bread	Roggen Brot	Roggebrood
White Bread	Weissbrot	Wit brood
Wheat Bread	Vollkornbrot	Volkoren brood
Whole Wheat	Crispbreads	Knäckebröt

GERMAN SPECIALITIES

GERMAN	ENGLISH
Reibekuchen	grated raw potatoes fried into a pancake
Stollen	traditional German Christmas cake
Glühwein	hot spiced red wine sold at Christmas markets
Feuerzangenbowle	burnt rum and red wine punch
Jägertee	Alcoholic drink based on rum, served hot
Bockwurst	sausage
Strammer Max	bread topped with slices of cheese, ham, gurken and fried eggs
Berliner	doughnuts

DUTCH SPECIALITIES

DUTCH	ENGLISH
Pannekoek	pancakes
Poffertjes	miniature pancakes served with Grand Marnier or butter flakes
Vla	general term for a variety of puddings
Vlaai	general term for a variety of cakes topped with fruit or creamed rice pudding for example
Peperkoek	ginger biscuits
Koffiekoek	large soft biscuit made with almonds
Ontbijtkoek	spiced with ginger breakfast cake
Beschuit met muisjes	Rusks with blue or pink sugar sprinkles Traditionally served to celebrate the birth of a child
Rookworst	smoked sausage
Hutspot	mashed carrots, potatoes and onion
Boerekool	curly kale mashed with potatoes
Uitsmijter	bread with slices of ham, cheese, gurkin and fried eggs
Griesmeelpap	semolina pudding
Rijstepap	cream rice pudding
Nonnevotten	doughnuts traditionally sold during the carnival season



SSAFA Forces Help In-service Committees provide assistance and support to serving men, women and their families in need. They meet regularly to decide how money is raised and distributed and discuss other matters of concern to the local community. For more information, call JHQ Mil: 3392 or Civil: 02161 472 3392.



Victim Support offers emotional support, information and practical help to those who have been affected by crime. Volunteers attend courses specially designed for them which allows them to help victims come to terms with the disturbing effects of crime. Interested volunteers should contact JHQ Mil: 2272 or Civil: 02161 472 2272



British Guides in Germany

There are lots of Rainbow, Brownie and Guides units here in Germany. We have waiting lists because of the continuing popularity of Girlguiding and a shortage of adults coming forward to offer a little of their time in helping to run the groups. More adult helpers means shorter waiting lists. Any help you can offer will be much appreciated and we will soon be able to offer more girls the chance to take part in guiding. Contact your local HIVE and ask for more details.

COUNCIL OF VOLUNTARY WELFARE WORK
(CVWW) (BFG)

The Council of Voluntary Welfare
Work (CVWW) offers a varied
selection of



opportunities to volunteer. Whether working with children in childcare centres, with the European Christian Homes for the Soldier (ECHOS) in the Balkans or Iraq, in any of the Church Army, Salvation Army or YWCA centres in around the military Garrisons. You could even help the troops on exercise in Poland, there is always a need for volunteers. For more information on what is available, call Lt Col (Retd) John Batty on 05221 25001 or Herford Mil 3921

Air Training Corps

Air Training Corps is aimed at young adults between the ages of 13 and 18. The cadets take part in fieldcraft, weapon handling, shooting, drill and airmanship. During the year cadets can attend flying camps in UK, weapons camps in Germany and fund raising events for both Army and RAF Benevolent Funds. There are currently 3 Squadrons in BFG, located in JHQ, Gutersloh and Herford. Our volunteers need no experience or qualifications as full training is provided. For more information please contact Graham Pearce on JHQ Mil 2085 or Mobile: 0171 3692561



Foster carers provide stability, encouragement and a loving home to children who are temporarily unable to live with their own families. British Forces.

Social Work Service currently need foster carers in all areas of BFG. If you feel that you could be a foster carer, call Marje Slavin on 05221 178 366

NOTES

We make every effort to ensure that our information is current and correct. Your help is invaluable in keeping our records up to date by informing us of any changes to our handouts, or by sharing any additional information which may be of interest to others.



This guide has been produced by DÜLMEN HIVE