

WELCOME TO ELMPT/WILDENRATH HIVE

NEW ARRIVALS GUIDE

www.hive-europe.co.uk

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The HIVE Elmpt is situated at the rear of the Bistro on Javelin Barracks.

The HIVE Wildenrath is situated within the Community Centre with the NAAFI.

Date of Issue: February 10



WELCOME TO ELMPT STATION

The HIVE would like to offer you a warm welcome to Elmpt Station. This booklet is designed to answer some of the questions that may arise when you first arrive in Elmpt or Wildenrath, particularly if it is your first posting to Germany. The HIVE is situated at the rear of the Bistro in Elmpt and in the Community Centre in Wildenrath and 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 Elmpt Service Community Official Guide, which gives more detailed information about the local community including housing, schools, and 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

(Subject to Public Holidays and Annual Leave)

ELMPT

MONDAY	09:00 to 15:00
TUESDAY	09:00 to 15:00
WEDNESDAY	09:00 to 15:00
THURSDAY	09:00 to 13:00
FRIDAY	09:00 to 15:00

WILDENRATH

Wildenrath HIVE is a self service information pick up point.

A HIVE information officer will be available to answer any queries on a Thursday or alternately you can contact us by telephone or email. Contact details are listed below.

MONDAY	09:00 to 15:00
TUESDAY	09:00 to 15:00
WEDNESDAY	09:00 to 15:00
THURSDAY	09:00 to 13:00
FRIDAY	09:00 to 15:00

TELEPHONE

ELMPT:

CIV +49 (0)2163 97 3183

MIL 948 68 3183

E-MAIL

elmpt@hive-europe.co.uk

wildenrath@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 brochure or advertisements displayed in the HIVE does not necessarily reflect the policies or the 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 in 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 Elmpt and Wildenrath a little easier. More detailed information on many of these subjects can be found in the Elmpt 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

There is a self-service cash point facility on Elmpt at the side of the families' welfare office and in the families NAAFI shop, and on Wildenrath in the NAAFI, these will accept most UK and German credit/debit cards. (There may be a small handling charge for these transactions). If you bank with the Sparkasse, you can also get details of your account from the statement printer located at the self-service point.

You can find Sparkasse banks in Elmpt and JHQ, all these branches have staff who speak English and they are used to dealing with customers within the forces.

Sparkasse

Goethe Str 5; Elmpt Village

Mon – Fri 08:00 - 13:00 & 14:00 – 16:00

Tel: +49 (0)2163 98190

Sparkasse, JHQ

Mon – Wed 08:15 – 11:45 & 12:45 – 16:00

Thu 08:15 – 11:45 & 12:45 – 17:00

Fri 08:15 – 11:45 & 12:45 – 15:30

Tel: +49(0)2161 279 3708

Volksbank

Goethe Str 1; Elmpt Village

Tel: +49 (0)2163 8496

Dresdner Bank

Haupt Str 79; Elmpt Village

Tel: +49 (0)2163 98320

or +49 (0)2163 98390

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. 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.

BFG Office

Tel: Civ: +49 (0)2163 97 4489

Mil: 948 68 4489

BULLETIN

The Rheindahlen and Elmpt Bulletin is a monthly magazine that will be delivered to your door once a month. It contains information on what's going on in the area, places to eat, car dealers and much more. You can pick up a copy from your local HIVE if you have not received your copy.

CHILDCARE & NURSERIES

The HIVE does not hold any information on childminders. For information regarding childcare, you can contact the AWS Childminding Coordinator.

Tel: Civ: +49 (0)2161 472 4939

Mil: 948 72 4939.

Noah's Ark Day Care – (Administrated by AWS) Situated on Javelin Bks. Located in Building 88, behind the families office.

For further information contact the manager on:

Tel: Civ: +49 (0)2163 97 2430

Mil: 948 68 2430.

Neptune Nursery – (Administrated by AWS) Situated on Wildenrath.

Located in the Pegasus Building

For further information contact the manager on:

Tel: Civ: +49 (0)2432 7281

CHURCHES

There are two churches on Elmpt Station.

St. Boniface R.C.

Tel: Civ: +49 (0)2163 97 2518

Mil: 948 68 2518

St. Nicholas/St. Andrews combined Church of England and Scotland.

Tel: Civ: +49 (0)2163 97 2516

Mil: 948 68 2516

St. Thomas church is situated at Wildenrath. You can contact them through the Chaplaincy Centre.

For church service details contact your HIVE or Chaplaincy Centre:

Tel: Civ +49 (0)2163 97 4410

Mil 948 68 4410

The Chaplaincy is located in Building 82A behind the Welfare Offices.

CLUBS

Please check the HIVE website for a list of clubs, or call into the HIVE for a list of clubs in the local area for both adults and children.

COMMUNICATION

Telephone connections can be aquired through TKS located opposite the NAAFI Max on JHQ, or through the German Post Office on JHQ which is an agent for Deutsche Telekom. You can also have a look in Mönchengladbach for other telephone providers if you wish.

TKS Tel: +49 (0)1804 857 762
German Post Office Tel: +49 (0)2161 573 7447

Mobile phones can be bought at SSVC or TKS, or you can find a number of mobile phone shops throughout Mönchengladbach.

Confidential HELP-LINES

Refer to the numbers at the back of the booklet.

EMPLOYMENT

For all employment details, please contact RALSU. The Elmpt branch is situated behind the housing office beside the post office. It is only open on Tuesday and Thursday mornings. The JHQ branch is located near the rear gate, across from the bowling alley.

Elmpt Tel: Civ: +49 (0)2163 97 2723 or 2280 **Mil:** 948 68 2723 or 2280
JHQ Tel: Civ: +49 (0)2161 472 4281 or 3253 **Mil:** 948 72 4281 or 3253

EATING OUT

The HIVE has produced a booklet on Eating Out. This a list of local restaurants and take aways sorted according to town. This will take you from Mönchengladbach through to Roermond.

FURTHER EDUCATION/LEISURE CLASSES

For details of education and leisure classes, please contact 43 Army Education Centre located at Javelin Barracks.

43 AEC: Civ: +49 (0)2163 97 2702 **Mil:** 948 68 2702
Army Learning Centre
Elmpt: Civ: +49 (0)2163 97 3451 **Mil:** 948 68 3451
Wildenrath: Civ: +49 (0)2432 492 601

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.

HOUSING

For information on housing refer to the Elmt Service Community Official Guide. The housing clerks can be contacted on:

Elmpt Tel: Civ: +49 (0)2163 97 2530 **Mil:** 948 68 2530
Wildenrath Tel: Civ: +49 (0)2432 80605

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 are available from your Unit Welfare Office.

16 Sig Regt Welfare Office Tel: Civ: +49 (0)2163 97 3761 **Mil:** 948 68 3761
7 Sig Regt Welfare Office Tel: Civ: +49 (0)2163 97 4746 **Mil:** 948 68 4746

INTERNET

For those of you without internet, there is an internet facility at the Welfare Centres on Javelin Bks. There is also an internet cafe in JB's restaurant on Javelin Barracks.

7 Sig. Regt Welfare Office Tel: Civ: +49 (0)2163 97 4746 **Mil:** 948 68 4746
16 Sig. Regt Welfare Office Tel: Civ: +49 (0)2163 97 3761 **Mil:** 948 68 3761

KINDERGELD

If you are in receipt of UK Child Benefit and an EU citizen you may be entitled to claim Kindergeld (a top up to UK Child Benefit from the German authorities.) The claiming of Kindergeld is an individual's responsibility and is strictly between the individual and the German authorities. Application forms and guidelines are available from the Unit Welfare Offices on Javelin Barracks.

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 holds information on Legal Clinics across BFG.

LEISURE ACTIVITIES

The HIVE holds many leaflets and booklets on leisure activities.

MAPS

We can print street maps and routes for you and we hold road maps of Germany.

MONEY MATTERS

The HIVE holds information on local banks, money management, financial advisors, how to go about claiming benefits, pension forecasts, and if we don't hold the information you are looking for, we can find it for you.

NIGHT CLUBS

For something more than a quiet pub, an assortment of nightclubs can be found in Mönchengladbach or Roermond.

OPENING TIMES

A comprehensive list of opening times and telephone numbers for facilities, shops and clubs is 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:

Elmpt at the Central Accounts Office beside SSVC.

Tel: Civ: +49 (0)2163 97 3661

Mil: 948 68 3661

Wildenrath from the Community Coordinator's office in the Community Centre.

Tel: Civ: +49 (0)173 887 3911.

PETS

Before arriving on the Unit it is your responsibility to ensure you can bring your pet. Legislation changes across Germany, so what is acceptable in one Unit may not be the case in this area of Germany. When you arrive in BFG you must register all your pets at the Housing Office. This can be found across from the bowling alley on the main road. All dogs must wear a collar disc bearing the owner's address. Failure to do so could result in a large fine. The HIVE holds a list of local vets, kennels and other facilities needed for the care of your pet.

We also hold the information you require to get a pet passport allowing you to take your pet back to England.

Tel: Civ: +49 (0)2163 97 2541

Mil: 948 68 2541

POSTINGS

The HIVE can obtain Garrison Guides and HIVE 'Welcome' packs from the majority of 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

The HIVE has produced a booklet on local restaurants and restaurants that people have been to, and recommended to us. The booklet also contains a list of take aways.

SCHOOLS

Schools are administered by Service Children's Education (SCE). SCE is a defence agency and can be accessed on-line.

Web: www.sceschools.com

Bruggen School

Located on Javelin Barracks

Ages 3-11 years

Tel: Civ: +49 (0)2163 97 2681

Mil: 948 68 2681

Web: www.bruggenschool.com

Andrew Humphrey School

Located on Wildenrath

Ages 3-11 Years

Tel: +49 (0)2432 8520

Web: www.andrewhumphrey.freewebspace.com

Windsor School

Located on JHQ

Ages 11-18 years

Tel: Civ: +49 (0)2161 472 2466

Mil: 948 72 2466

Web: <http://www.scewindsorschool.com/>

SHOPPING (TAX FREE)

Tax Free forms are available from the following:

Elmpt from the Central Accounts Office – beside SSVC

Tel: Civ: +49 (0)2163 97 3661

Mil: 948 68 3661

Wildenrath from the Community Coordinator situated in the Community Centre.

Tel: Civ: +49 (0)173 887 3911.

SHOPPING

A Shopping Guide booklet has been produced with a list of shops and directions of how to get to them.

TELEVISION

Cable television is available in the area. Please contact your HIVE for further information.

TRANSLATOR

You can reach the garrison translator on:

Tel: Civ: +49 (0)2163 97 3076

Mil: 948 68 3076

TRANSPORT (LOCAL)

Information on local bus services is available from the HIVE.

UNEMPLOYMENT BENEFIT

All newly arrived dependants who wish to claim unemployment benefits should register with the local German Employment Office (Arbeitsamt) no later than seven days after their arrival in Germany or they may lose their benefit.

Wildenrath:

Erkelenz Arbeitsamt

Holter Str 42

41812 Erkelenz

Tel: +49 (0)2431 80990

The HIVE also holds a number of leaflets on general DSS information.

Elmpt/Bruggen

Viersen Arbeitsamt

Remigius Str 1

Viersen 41747

Tel: +49 (0)2162 37950

USEFUL TELEPHONE NUMBERS

Please see the list provided on page 14.

VISITORS

When family are visiting you in Germany you should obtain a Close Relatives Form from the Unit 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.

VOLUNTEERS

The HIVE is indebted to our volunteers, who give up their time to enable us to provide a good service to our customers. If you are able to spare a few hours a week to help in our busy HIVE, our team would be glad to welcome you.

WHAT'S ON INFO

We try to keep as much information as possible about local events and activities, within Elmpt, Wildenrath and beyond.

You can also check out the "What's on" page on our website www.hive-europe.co.uk or look at the notice boards outside your HIVE

EMERGENCY AND USEFUL NUMBERS

RMP	02161 472 2333
FIRE SERVICE	02161 472 4444
MEDICAL EMERGENCIES	02161 472 3333
MEDICAL CENTRE	02163 97 2600
DENTAL CENTRE	02163 97 2524
ARMY WELFARE SERVICE	02161 472 3603
GERMAN EMERGENCY SERVICES	110
GERMAN FIRE SERVICE	112
PADRE	02163 97 4410 or 0172 206 8906
HIVE	Elmpt 02163 97 3183
ESTATE MANAGER	Elmpt 02163 97 2514 Wildenrath 02432 80605
HOUSING HELP DESK	Elmpt 02163 97 2530 Wildenrath 02432 80605
CRIMELINE	0800 184 2222
SSO OFFICE	02163 97 3635
SSAFA HELPLINE	0800 182 7395

Email address	HIVE (location)	Phone No. Civil	Mil. No.	Fax No.
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bielefeld@hive-europe.co.uk	Bielefeld	0521 92543122	81 3122	0521 925433152
brunssum@hive-europe.co.uk	Brunssum	0031 45 5262891		0031 45 5253160
celle@hive-europe.co.uk	Celle	05141 9632340	78 2340	05141 9632383
detmold@hive-europe.co.uk	Detmold	05231 37864		05231 37864
dulmen@hive-europe.co.uk	Dulmen	02594 9622512	63 2512	02594 9622511
elmt@hive-europe.co.uk	Elmt	02163 973183	68 3183	02163 974329
fallingbostel@hive-europe.co.uk	Fallingbostel	05162 9712204	76 2204	05162 9712811
gutersloh.mb@hive-europe.co.uk	Gutersloh – Mansergh Bks	05241 842220	73 2220	05241 842220
gutersloh.prb@hive-europe.co.uk	Gutersloh – PRB	05241 842692	73 2692	
hameln@hive-europe.co.uk	Hameln	05151 917464	83 2464	05151 917464
herford@hive-europe.co.uk	Herford	05221 9953127	82 3127	05221 9953812
hohne@hive-europe.co.uk	Hohne	05051 962303	77 2303	05051 963940
lisbon@hivegb.co.uk	Portugal	0035 121 4404328		
munster-south@hive-europe.co.uk	Munster - South	0251 9272388	60 2388	
munster-west@hive-europe.co.uk	Munster - West	0251 9272163	60 2163	0251 9272163
naples@hive-europe.co.uk	Naples	0039 081 5092628		
paderborn@hive-europe.co.uk	Paderborn	05251 57191		05251 57191
ramstein@hive-europe.co.uk	Ramstein	06371 401445		06371 43831
rheindahlen@hive-europe.co.uk	Rheindahlen	02161 4722519	72 2519	02161 551489
sennelager@hive-europe.co.uk	Sennelager	05254 9822771	79 2771	05254 9822771

HIVES ACROSS BFG/RESG ONLINE FOR YOU. Keeping in touch with the HIVE has never been easier, just click, phone or fax.

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	14	14½	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	Bakzitroenschil
Candied Orange Peel	Orangeat	Baksinasappelschil
Chocolate Sprinkles	Schokostreusel	Chocoladehagelslag
Coconut (dessicated)	Kokosraspeln	Gerasptecocosnoot
Cornflour	Stärkemehl	Mayzena
Gelatine	Gelantine	Gelantine
Poppy seed	Mohn	Maanzaad
Potato Flour	Kartoffelmehl	Aardappelmeel
Vanilla	Vanilleextract	Vanille extract

Yeast	Hefe	Gist
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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	Havermout
Roll	Brötchen	Broodje
Rusk	Zwieback	Bescuit
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

OTHER AGENCIES



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



Girlguiding

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.



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

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

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
Elmpt / Wildenrath HIVE**



CUSTOMER FEEDBACK – NEW ARRIVALS

We aim to provide you with the highest standards of information and customer service. However, should you have any comments about our services or staff please use this form to contact us. Please complete the form below by ticking the box of your choice. Once completed, please place inside the addressed envelope provided, seal it and hand to your

local HIVE Information Officer who will forward your comments on to the Director HIVE BFG.

Location of HIVE ELMPT & WILDENRATH

How did you hear about the HIVE?

Newspaper Radio Website Unit Word of mouth Teletext

If other, please specify:

What level of Customer Service did you receive?

Excellent Satisfactory Unsatisfactory

If unsatisfactory, please make suggestions for improvement:

How useful did you find the information you received?

Very useful Satisfactory Unsatisfactory

If unsatisfactory, please make suggestions for improvement:

What other information/service would you like to see in your HIVE?

Thank you for taking time to complete the above Customer Feedback form. Your comments are gratefully received.

Please provide us with your contact details if you wish for a response.

Name _____

Unit Address _____

E-mail Address _____