

# WELCOME TO ELMPT/WILDENRATH HIVE

## A NEW ARRIVAL GUIDE FOR SINGLE PERSONNEL

[www.hive-bfg.co.uk](http://www.hive-bfg.co.uk)

Produced by Elmpt / Wildenrath HIVE



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The HIVE is situated at the rear of the Bistro on Javelin Barracks and within the Community Centre on Wildenrath.

Date of Issue: December 08



[www.hive-bfg.co.uk](http://www.hive-bfg.co.uk)

## WELCOME TO ELMPT AND WILDENRATH

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-bfg.co.uk](http://www.hive-bfg.co.uk) will also give you lots of useful information. You will find The HIVE E Mail address here too.

## HIVE OPENING HOURS

### **ELMPT**

MONDAY	09:00 to 14:00
TUESDAY	09:00 to 14:00
WEDNESDAY	09:00 to 13:00
THURSDAY	09:00 to 14:00
FRIDAY	09:00 to 13:00

### **WILDENRATH**

WEDNESDAY	09:15 to 13:15
FRIDAY	09:15 to 13:15

## TELEPHONE

ELMPT:	CIV	+49 (0) 2163 97 3183
	MIL	948 68 3183

WILDENRATH: +49 (0) 2432 81017

## E-MAIL

[elmpt@hive-bfg.co.uk](mailto:elmpt@hive-bfg.co.uk)

[wildenrath@hive-bfg.co.uk](mailto:wildenrath@hive-bfg.co.uk)

We look forward to seeing you in 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 Elmpt station 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.

### ACCOMODATION

The majority of single accommodation in Javelin Bks is single person. For further details, contact your Sqn SQMS.

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

**Dresdner Bank** - Haupt Str 79; Elmpt Village

Tel: +49 (0)2163 98320 or +49 (0)2163 98390

**Volksbank** - Goethe Str 1; Elmpt Village

Tel: +49 (0)2163 8496



## COMMUNICATION

Telephone connections can be acquired through TKS located in 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 SSSC, or you can find a number of mobile phone shops throughout Mönchengladbach.

## CONFIDENTIAL HELP-LINES

Refer to numbers at the back of the booklet.

## CONCERTS

We hold a list of concerts all over Germany, or check our website.

## EATING OUT ON JAVELIN BARRACKS

**The Bistro**

Tel:

Civ: +49 (0)2163 575 1954

**JB's** (pay as you dine) open to everybody.

Tel:

Civ: +49 (0)2163 571 3863

## 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.

## 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. If you are not part of 7 Signal Regiment, 16 Signal Welfare Office will look after you.

<b>16 Sig Regt Welfare Office</b>	Tel: Civ: +49 (0)2163 97 3761	Mil: 948 68 3761
<b>7 Sig Regt Welfare Office</b>	Tel: Civ: +49 (0)2163 97 4747	Mil: 948 68 4747

## 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. There are also internet cafe's available to the public in the Windmills Club, and in the Pegasus Building. For use of these facilities please contact:

<b>7 Sig. Regt Welfare Office</b>	Tel: Civ: +49 (0)2163 97 4746	Mil: 948 68 4746
<b>16 Sig. Regt Welfare Office</b>	Tel: Civ: +49 (0)2163 97 3761	Mil: 948 68 3761
<b>Windmills Club</b>	Tel: +49 (0)2432 933 447	

## 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 a field. 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 and where to go; pop in to see us.

## LEGAL HELP and INFORMATION

The HIVE holds information on Legal Clinics across BFG.

## LEISURE ACTIVITIES

The HIVE holds a large number of leaflets and booklets with ideas for leisure, and days out.

## MAPS

We can print street maps and routes for you

## MONEY MATTERS

The HIVE holds information on local banks, how to get out of debt, 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.

## NIGHTCLUBS

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.

## PLACES TO VISIT

The HIVE holds a variety of leaflets and booklets on various places to visit.

## 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

The HIVE has produced a booklet on local restaurants and restaurants that people have been to and recommended to us.

## SHOPPING (TAX FREE)

Tax Free forms are available from the following:

**Elmpt** from the Central Accounts Office - behind the post office

**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 on how to get to them.

## TELEVISION

Cable television is available in the area. Please contact your local 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.

## USEFUL TELEPHONE NUMBERS

Please see the list provided on page 11.

## VISITORS

When the family is 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 you,) for non-rationed items in the NAAFI, and to minor medical treatment in the medical centre. All visitors and relatives should bring an EHIC (European Health Insurance Card).

## WHAT'S ON INFO

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

You can also check out the "What's on" page on our website [www.hive-bfg.co.uk](http://www.hive-bfg.co.uk) or look at the notice boards outside your HIVE

## EMERGENCY AND USEFUL NUMBERS

RMP	+49 (0)2161 472 4000
FIRE SERVICE	+49 (0)2161 472 4444
MEDICAL EMERGENCIES	+49 (0)2161 472 3333
MEDICAL CENTRE	+49 (0)2163 97 2600
DENTAL CENTRE	+49 (0)2163 97 2524
ARMY WELFARE SERVICE	+49 (0)2161 472 3603
GERMAN EMERGENCY SERVICES	110
GERMAN FIRE SERVICE	112
PADRE	+49 (0)2163 97 4410 or +49 (0)172 206 8906
HIVE	Elmpt +49 (0)2163 97 3183 Wildenrath +49 (0)2432 81017
ESTATE MANAGER	Elmpt +49 (0)2163 97 2514 Wildenrath +49 (0)2432 80605
HOUSING HELP DESK	Elmpt +49 (0)2163 97 2530 Wildenrath +49 (0)2432 80605
CRIMELINE	0800 184 222
HCSO OFFICE	+49 (0)2163 97 3635
SSAFA HELPLINE	0800 182 7395
WRVS	02163 97 2668

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

Email address	HIVE (location)	Phone No. Civil	Mil. No.	Fax No.
<a href="mailto:bielefeld@hive-bfg.co.uk">bielefeld@hive-bfg.co.uk</a>	Bielefeld	0521 92543122	81 3122	0521 925433152
<a href="mailto:brunssum@hive-bfg.co.uk">brunssum@hive-bfg.co.uk</a>	Brunssum	0031 45 5262891		0031 45 5253160
<a href="mailto:celle@hive-bfg.co.uk">celle@hive-bfg.co.uk</a>	Celle	05141 9632340	78 2340	05141 9632383
<a href="mailto:detmold@hive-bfg.co.uk">detmold@hive-bfg.co.uk</a>	Detmold	05231 37864		05231 37864
<a href="mailto:dulmen@hive-bfg.co.uk">dulmen@hive-bfg.co.uk</a>	Dulmen	02594 9622512	63 2512	02594 9622511
<a href="mailto:elmpt@hive-bfg.co.uk">elmpt@hive-bfg.co.uk</a>	Elmpt	02163 973183	68 3183	02163 974329
<a href="mailto:fallingbostel@hive-bfg.co.uk">fallingbostel@hive-bfg.co.uk</a>	Fallingbostel	05162 9712204	76 2204	05162 9712811
<a href="mailto:gutersloh.mb@hive-bfg.co.uk">gutersloh.mb@hive-bfg.co.uk</a>	Gutersloh – Mansergh Bks	05241 842220	73 2220	05241 842220
<a href="mailto:gutersloh.prb@hive-bfg.co.uk">gutersloh.prb@hive-bfg.co.uk</a>	Gutersloh – PRB	05241 842692	73 2692	
<a href="mailto:hameln@hive-bfg.co.uk">hameln@hive-bfg.co.uk</a>	Hameln	05151 917464	83 2464	05151 917464
<a href="mailto:herford@hive-bfg.co.uk">herford@hive-bfg.co.uk</a>	Herford	05221 9953127	82 3127	05221 9953812
<a href="mailto:hohne@hive-bfg.co.uk">hohne@hive-bfg.co.uk</a>	Hohne	05051 962303	77 2303	05051 963940
<a href="mailto:lisbon@hivegh.co.uk">lisbon@hivegh.co.uk</a>	Portugal	0035 121 4404328		
<a href="mailto:munster-south@hive-bfg.co.uk">munster-south@hive-bfg.co.uk</a>	Munster - South	0251 9272388	60 2388	
<a href="mailto:munster-west@hive-bfg.co.uk">munster-west@hive-bfg.co.uk</a>	Munster - West	0251 9272163	60 2163	0251 9272163
<a href="mailto:naples@hive-bfg.co.uk">naples@hive-bfg.co.uk</a>	Naples	0039 081 5092628		
<a href="mailto:paderborn@hive-bfg.co.uk">paderborn@hive-bfg.co.uk</a>	Paderborn	05251 57191		05251 57191
<a href="mailto:ramstein@hive-bfg.co.uk">ramstein@hive-bfg.co.uk</a>	Ramstein	06371 401445		06371 43831
<a href="mailto:rheindahlen@hive-bfg.co.uk">rheindahlen@hive-bfg.co.uk</a>	Rheindahlen	02161 4722519	72 2519	02161 551489
<a href="mailto:sennelager@hive-bfg.co.uk">sennelager@hive-bfg.co.uk</a>	Sennelager	05254 9822771	79 2771	05254 9822771
<a href="mailto:uksu-hive@scarlet.be">uksu-hive@scarlet.be</a>	SHAPE	003265 443984	9205423 3984	14
<a href="mailto:wildenrath@hive-bfg.co.uk">wildenrath@hive-bfg.co.uk</a>	Wildenrath	02432 81017		02432 81017

# 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
<b>Sugar</b>		
Sugar	Zucker	Suiker
Brown Sugar	Brauner Zucker	Bruin Suiker
Castor Sugar	Feinster Zucker	Fijne Suiker
Cube Sugar	Würfelmzucker	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
Carrotts	Möhren	Wortelen
Peas	Erbsen	Erwtten
Asparagus	Spargel	Asperges
Oranges	Apfelsinen/Orangen	Sinasappels

ENGLISH	GERMAN	DUTCH
<b>BAKING</b>		
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

ENGLISH	GERMAN	DUTCH
<b>HERBS AND SPICES</b>		
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
<b>MEATS</b>		
Chicken	Huhnchenfleisch	Kippevlees
Pork	Schweinefleisch	Varkensvlees
Beef	Rindfleisch	Rundvlees
Minced meat	Gehacktes	Gehakt
Meat balls	Frikadellen	Gehaktballen
Turkey	Putenfleisch	

ENGLISH	GERMAN	DUTCH
<b>DAIRY PRODUCTS/FATS</b>		
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
<b>BREADS AND CEREALS</b>		
Bread Crumbs	Paniermehl	Paneermeel
Brown Bread	Graubrot	Bruin brood
Oatmeal	Haferflocken	Havermout
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

## 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: 021 61 472 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 2272 or Civil: 021 61 472 2272.



**British Guides in Germany**

**Girlguiding**

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

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## 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  
Elmpt / Wildnenrath HIVE**

## CUSTOMER FEEDBACK – SINGLE 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** \_\_\_\_\_