

Hello and Welcome to **U.S. Army Garrison Benelux** !

In order to comply with COVID-19 safety measures, your Newcomers Orientation Brief will be delivered VIRTUALLY.

In addition to this VIRTUAL Newcomers Orientation Brief, available for download right here at the USAG Benelux Official website is a comprehensive Newcomers Orientation Brief with detailed information to include in-processing, a complete office and telephone directory for all in-processing facilities, TRICARE and Medical Provider information, ACS programs, Housing, Schools, Banking information, as well as practical information on Belgian culture, basic local language, phrases, shopping, dining and more.

In-processing will take place at Chievres Air Base, and SHAPE.

Medical in-processing will take place at SHAPE Healthcare Facility.

Approximate drive time from Chievres to SHAPE is 30 minutes.

There is onsite lodging at Chievres Air Base.

Also, the Commissary, PX, Fitness Center, are all located at Chievres Air Base.

I will begin this brief with information on what to do upon arrival and you can follow along with the downloadable Newcomers Orientation Brief.

- Information on ID Cards and Vehicle registration you will find on page 5. You will obtain your CAC and Dependent IDs on SHAPE, Central Processing Facility, Bldg 253, then your CAC and dependent ID's must be registered at the Installation Access Control System Office (otherwise known as IACS) located at Chievres Air Base. For your SHAPE IDs, you must download and fill out the SHAPE form and submit along with your certificate of assignment by email to the US National Military Representative (otherwise known as USNMR). These documents will be returned to you with the USNMR stamp to which you will print and bring to the Central Processing Branch on SHAPE, Bldg 210, in order to obtain your SHAPE IDs.

- For Medical in-processing, you will find information on page 6 as well as Host Nation Hospitals around SHAPE/Chievres area on page 7. Dental clinic information more to follow on page 8.

Personnel who have private insurance will have to submit claims to their health insurance company.

- Banking. You will need to open a bank account with European bill pay capabilities. Andrews Federal Credit Union, located on Chievres air Base has euro bill pay capabilities, however you will also need to open a Belgian bank account for your rental deposit. You can find detailed information on what is needed to open a Belgian bank account on page 9 and how to pay bills on page 10.

- Housing. Contact the housing office located on SHAPE, bldg. 209, for your

housing in-brief and for information on finding a home. Some things to know when renting a home in Belgium are: a deposit of up to 3-months rent is typically required, some homes may not come with an equipped kitchen and/or lighting fixtures which is quite common in Europe. If you find a home that is not equipped, discuss this with the housing office representative to explore available options. Also, if you have children attending school, be sure to confirm that a school bus-stop is established nearby if you intend on your child taking the bus to school. If you select a home that is not found through the housing office, ask the landlord if they are willing to include the Military Clause into the lease, if agreed, let the housing office representative know and they will coordinate with the landlord. If you are not familiar with the Military Clause, this is a clause that is written into the lease that allows US personnel to terminate their lease and vacate the home with an official 30 day notice to the landlord when they receive PCS orders showing a PCS move date that is prior to the lease expiration date. A copy of the PCS orders must be provided to the Housing office in order to initiate the notice. It is NOT recommended to sign a lease that does not include the Military clause.

- The Central Furnishings Management Office (otherwise known as CFMO) is located on Chievres Air Base and they can provide appliances such as refrigerators, washers, and dryers for the duration of your assignment; the ACS Lending Closet, also located on SHAPE can lend household items such as kitchen supplies, and more on a temporary basis until you receive your HHGs.
- If you have children, more information for DoDEA school you will find on their website or contact School Liaison Officer to assist you, with School and/or Child and Youth Services (CYS). Schools are located on SHAPE. CYS is also located on SHAPE and offers full day programs, after school care, the youth center, youth sports, SKIES classes. Contact Parent Central for more information. You can find more information on Schools and CYS on pages 12-13.
- Establish your Post Office box at the US Post Office located on SHAPE and Chievres Air Base. This is where you will send and receive US mail. More information can be found on page 14.
- For Drivers Licenses, contact the Drivers Testing Station located on SHAPE to register for the driving test and receive assistance on obtaining a Belgian drivers license. Information can be found on page 15.
- Contact Army Community Services (otherwise known as ACS) located on SHAPE, to utilize services such as the Lending Closet, the Information and Referral desk, Relocation Assistance, the Financial Readiness Program, the Family Advocacy Program, the Employment Readiness program, and the Army Volunteer Program. Please see pages 16 and 17 for a detailed list of services and information.
- And finally, other important programs or services available include: Army Continuing

Education Services, the Northern Law center, Financial Office, MWR programs and services. You can find detailed information on all USAG Benelux services and much more on pages 19-39.

USAG Benelux welcomes you and your family, and we hope that you will enjoy your assignment here in Belgium. We are dedicated to assisting you with your in-processing and transition needs. Please feel free to contact us with any questions or to request assistance. Looking forward to seeing and working with you. We are here for you, and...We Deliver!~