



Welcome to Brussels

2021 Incoming Families

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MFSE Brussels

Tel: +32 (0)2/210 92 97

E-mail: mfse.brussels@cfmws.com

Dear Newcomers,

We would like to welcome you to Brussels! We hope that the enclosed information helps you make a smooth transition to your life in Belgium.

Military Family Services Europe (MFSE) is committed to enhancing the quality of life of its community members. As a newcomer, you may at times be overwhelmed with new information and experiences as you adapt to a new lifestyle. If you find that some of your concerns or questions have not been addressed with the information you have received in your Welcome Package, please do not hesitate to contact us by telephone at 001 32 2 210 92 97 (**From Canada, you must dial as follows: 011.32.22.10.9297**) or my email at mfse.brussels@cfmws.com

We hope your stay in Belgium will be a rewarding one and that you will have the opportunity to make the most of your European experience. Finally, we encourage you to get involved in our activities and programs that we organize for our members and to share your experiences with us. Perhaps you have a special talent that you can share with the community or perhaps you may be able to offer the youth the benefits of any particular sports, hobbies or other skills you have.

Please come and see us at the MFSE Brussels center, it will be our pleasure to meet you. The center's hours are Monday through Thursday from 9:00 to 15:00. We look forward to meeting you.

Sincerely yours,

MFS Brussels Team

Chapter 1 – General Information

1.1 – Introduction

There is a lot of information available to support your move to Brussels. The information included in this guide is meant to provide you with answers for any initial questions you might have concerning your relocation to Belgium. In an attempt to prevent overwhelming newcomers with information, this document is divided into four sections which cover the critical information at each particular stage of your move.

- a. **General Information:** general overarching information that will be useful now and throughout your time in Belgium;
- b. **House Hunting Trip (HHT):** This section should be read prior to your HHT;
- c. **Prior to Move:** Includes additional information that will support a successful move; and
- d. **Living in Brussels:** General Information on a variety of topics to support you in starting your life in Brussels.

1.2 – Sponsor

Once you have received your posting message, a sponsor will be assigned to you. They will assist you in your preparations for your move, can meet you upon arrival, and will ensure that you and your family are comfortably settled. You will receive an initial phone call/email from your sponsor, and they will be able to answer any questions you might have. Please do not hesitate to contact them.

The Military Family Services Europe (MFSE) - Brussels will also be able to provide you with local insight into the community and coordinate your participation in a Community Orientation program in September. The CAF member will receive an email from the MFSE requesting that they provide a personal email address for themselves and/or their spouse. This will allow the MFSE-Brussels to exchange information with the family and open the lines of communication.

1.3 – Organization

The Joint Delegation to NATO consists of a political section, led by Global Affairs Canada (GAC), and a military section, led by the Canadian Military Representative (CANMILREP). The delegation represents Canada at the North Atlantic Council and other decision-making bodies of the Alliance.

For move administrative purposes the Deputy Military Representative (D/MILREP) is responsible for all Canadian Forces military assigned to NATO HQ in Brussels, including those in the Delegation, those working for the International Military Staff or other NATO agencies and any Belgian Staff College students.

For work purposes the chain of command for those working for the International Military Staff (IMS) or NATO agencies report through the IMS Commanding Officer, while Delegation personnel report through the D/MILREP.

1.3.1 Your Status (will be one of the following)

- a. **Canadian Military Representative/Joint Delegation of Canada.** The CANMILREP staff is a part of the delegation staff who are granted diplomatic status in accordance with the Vienna Convention. This is commonly referred to as *Corps Diplomatique* (CD) status and comes with a number of privileges and immunities (P&I) as specified by the host nation (Belgium). Common-law relationships are recognized under this the convention.
- i. Members ranking Maj and above are accredited as Counsellors/Attachés and they are afforded the following P&Is:
- ❖ CD License plate
 - ❖ Exemption to the road tax and licensing fee
 - ❖ Tax-free fuel
 - ❖ Diplomatic Commune card for spouse and dependants (Belgium defines foreign national dependant age as under 18)
 - ❖ Diplomatic passports
 - ❖ Value Added Tax (VAT) rebate
 - ❖ Tax-free alcohol
- ii. Members ranking Capt and below are sponsored as Technical Support Staff and they are afforded the following P&Is:
- ❖ Road tax and licensing fees reimbursable for the first vehicle under MFSI 10.18.04. Road taxes are paid by the Embassy and licencing fees are refundable under the applicable relocation policies.
 - ❖ Tax-free fuel
 - ❖ Diplomatic Commune card for spouse and dependants (Belgium defines foreign national dependant age as under 18)
 - ❖ Diplomatic passports
 - ❖ VAT rebate
 - ❖ Tax-free alcohol
- b. **International Military Staff (IMS), NCIA, and BICES (Capt(N)/Col and below).** The IMS, NCIA, and BICES staff are afforded P&I's under the NATO Status of Forces Agreement (SOFA). Common-law and same-sex relationships are **NOT** recognized under the SOFA. Members must have their common-law spouse apply for and receive a visa through the Belgian Consulate General in Montreal.
- i. Privileges under the NATO SOFA include
- ❖ Vehicle road tax and licensing fee (for the first vehicle) paid for by IMS
 - ❖ Tax-free fuel
 - ❖ Diplomatic Commune Cards for all family members
 - ❖ Special Passports
 - ❖ VAT rebate
 - ❖ Tax-free alcohol
- c. **Belgian Staff College Students.** CAF students attending the Belgian Command and Staff College have their administration taken care of by CANMILREP/Joint Delegation of Canada, but report to the Canadian Defence Academy. Students are not offered any specific tax-free privileges in accordance with a bilateral protocol regarding personnel studying in Belgium. The student will, however, receive the following:
- ❖ Diplomatic Commune Cards for all family members

❖ Special Passports

- d. **Voluntary National Contribution.** The Canadian Armed Forces (CAF) member of NATEX is an example of a voluntary national contribution and is afforded limited P&I's under the Vienna Agreement.

1.4 – U.S. Privileges

CAF members are granted access to American resources and facilities in Belgium, including the PX and Commissary. The PX and Commissary are located in Chievres (near Mons) about an hour drive away. There are 2 USAG detachments in the Brussels area, one has the gym, a drop-in daycare facility and a small store; the other houses the medical and dental facilities. To access these facilities and resources, CAF members will be processed for a U.S. installation access pass and a U.S. Army in Europe privilege and identification card. These cards will be processed after you arrive in Belgium. GPS addresses for these locations are listed in Annex D.

1.5 – Working Languages

The official languages of Belgium are Dutch, French, and German. Brussels, however, is mainly French-speaking. The working languages for NATO HQ are both French and English, although virtually all business is conducted in English. Within the Canadian Delegation itself, French and English are used interchangeably. The Senior Staff Officer Coordination (SSO Coord) will address this in your introductory interview during your HHT.

1.6 – Dress of the Day

The dress of the day at the Delegation is DEU 3 (IMS and agencies may vary). On occasion, appropriate civilian attire is required. Officers should bring their mess kits, but will also need to be prepared for functions where suits or dinner jackets (black tie/tuxedo) are required.

1.7 – Military Family Support Europe (MFSE)

MFSE Brussels is the heart of the Brussels DND and CAF community. It is here to provide relevant programmes and services for CAF families in Brussels. The MFSE -Brussels has many useful resources to improve your quality of life and help make your stay in Belgium as enjoyable as possible. Should you have any questions regarding the MFSE Brussels, their contact information is listed below:

Email: mfse.brussels@cfmws.com

Phone: 011-32-2-210-9297 (from Canada) 02/210-9297 (local)

Location of Community Center : Maison Marquis

Avenue des dominicaines 15

Kraainem, 1950

Facebook: www.facebook.com/MSFEurope

Morale and Welfare: <https://www.cafconnection.ca/Europe/Home.aspx>**1.8 – Personnel Support Program (PSP) in Europe**

PSP supports the operational effectiveness of the Canadian Armed Forces in Europe. They contribute to morale and unit cohesion by ensuring that CAF members and their families have access to

personnel support programs at levels consistent with military tradition and those normally available within Canadian communities. Brussels is supported by a PSP Coordinator located at the MFSE-Brussels. You can contact the PSP Coordinator at: +32 (0)210 9293or psp.brussels@cfmws.com .

More information can be found at the following websites:

PSP Brussels: <https://www.cafconnection.ca/Europe/Locations/Belgium/Brussels/PSP-Services.aspx>

1.9 – Information about Brussels

There is a large Expat community in Brussels and therefore numerous resources available online to access information. Listed are some websites that can provide additional information about life in Brussels:

www.brussels.be

www.agenda.be

www.brussellife.be

<http://www.linternaute.com/voyage/belgique/bruxelles>

On Facebook there are a few helpful sites as well:

Brussels OUTCAN Community: <https://www.facebook.com/groups/521062598077067/>

OUTCAN Spouses CAF Europe: <https://www.facebook.com/groups/Outcanspousesofcanadianmilitaryeurope/>

The Bulletin: <https://www.facebook.com/thebulletinmagazine/>

Expats in Brussels: <https://www.facebook.com/expatsinbrussels/>

The Brussels Times: <https://www.facebook.com/BrusselsTimes/>

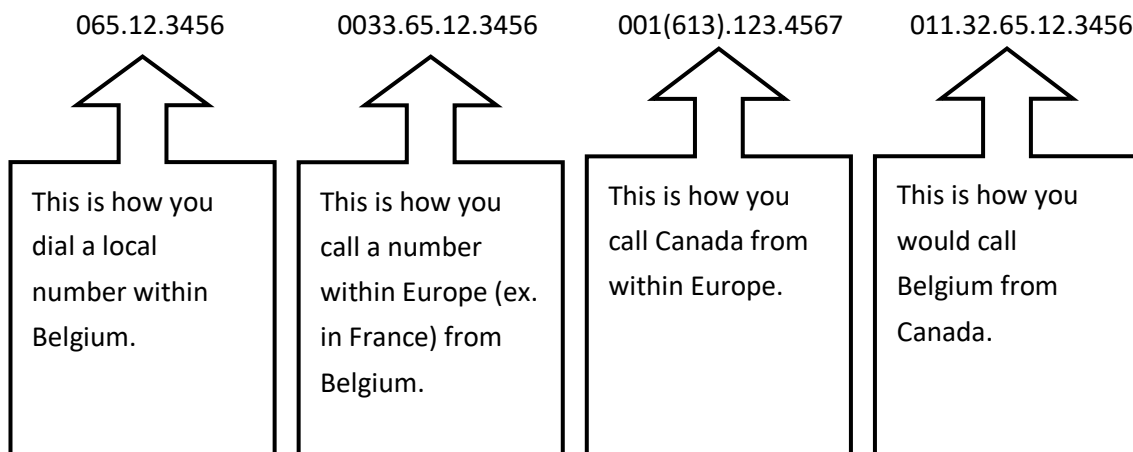


EMERGENCY PHONE NUMBERS IN BELGIUM

Emergency	112
Police, Fire	100
Operator	7111

Telephone numbers within Belgium are six or seven-digit numbers prefixed by a three-digit area code. If you want to call another country within Europe from Belgium, then a country code is added to the beginning of the number.

To call back to North America from Belgium an international operating code gets placed before the country code. Below is a quick example:



Read: Prior to House Hunting Trip (HHT)



(IMAGE: Grand Place in the heart of Brussels, Belgium)

This section outlines the main areas of interest for you to focus on prior to your HHT in Brussels. Should you have any questions please email your sponsor or the MFS for clarification.

Chapter 2– Housing

2.1 – House Hunting Trip

You will undertake a House Hunting Trip (HHT) to find suitable accommodation in the Brussels area (private-lease, not furnished). The Canadian Delegation’s Admin Section is largely responsible for providing the support and coordination to make this possible. However, while the Delegation’s Admin Section does provide support to all CAF DND & civilians posted to Brussels; they are not the expert with regard to Privileges and Immunities afforded to members posted to Brussels under the NATO Status of Force Agreement. This includes members posted to International Military Staff, BICES, and NCIA. It is imperative that individuals posted to any of the above mentioned organizations visit the NATO Privileges & Immunities Support Activity Division during their HHT to start application process for Belgian ID cards and to seek clarification on any nuances specific to your family (your sponsor will assist with this aspect of your HHT).

The Senior Staff Officer Coordination (SSO Coord) and the Admin Section will provide the administrative information needed for the house hunting process. **The Brussels area has an established rent ceiling, which is based upon both your salary and the size of your family.** This information, as well as guidance on selecting a relocation agent will be provided to you by the Admin Section prior to your arrival for your HHT. You will also be told how many passport and small-sized photos will be required for the various ID cards you and your dependents will need to apply for.

When you arrive in Brussels for your House Hunting Trip, it is **imperative** that you immediately visit the CANMILREP Admin Section in order to discuss the HHT, as well as meet your sponsor.

2.2 – Brussels Housing Area

The Greater Brussels Region is approximately the size of Ottawa. It is helpful to understand that the city is broken into communes, each of which has its own postal code. The city has great metro/tram/bus coverage across the communes, though each commune has its own particularities, like different bags for trash disposal, they are all great locations to live in.

To ensure that members are located within close proximity to NATO HQ, the Canadian Delegation and other CAF members serving in NATO HQ are required to remain within a designated area while selecting their accommodations. See Diagram in Annex A. The main reasons for this are both operational and for the ease of support. Traffic is often congested, and families will require easy access to the MFSE and other amenities. Those who wish to reside outside of the allocated area will be required to submit a formal request to the SSO Coord.

The following municipalities (communes) are a part of the Brussels housing area. The map below shows the communes with their postal codes that fall within the designated area.

1000 Brussels	1030 Schaerbeek
1040 Etterbeek	1050 Ixelles
1140 Evere	1150 Woluwe-Saint-Pierre*
1160 Auderghem*	1170 Watermael-Boitsfort
1180 Uccle	1200 Woluwe-Saint-Lambert*
1210 Saint-Josse	1800 Vilvoorde
1820 Steenokkerzeel	1830 Machelen

1930 Zaventem	1933 Sterrebeek
1950 Kraainem*	1970 Wezembeek-Oppem*
3070 Kortenberg	3080 Tervuren*

*Communes where most DND and CAF families currently live (Four digits in front of the commune is the postal code).

For more in-depth descriptions of communes & links to their websites see Annex A



Tips/Suggestions

*If you live east of the Brussels/Flanders boarder, buses run on a separate system and require a secondary pass. <https://www.thebulletin.be/new-brupass-xl-ticket-cover-all-travel-brussels-and-suburbs>

* Map out bike routes from prospective properties, often biking is faster than driving in Brussels.

*Do not get overly set on specific communes, instead research metro, tram and bus locations.

*If you plan on sending children on the school bus, call the school to find out approximate times from your address. Depending on school and where you live, bus times can be upwards of 45 – 60 minutes.

*For assistance please feel free to email MFSE Brussels to set up teleconference: mfse.brussels@cfmws.com

2.3 Housing Rental Sites

Listed are some websites that can provide additional information about renting in Brussels:

IMMOWEB: <https://www.immoweb.be/en>

IMMOVLAN: <https://immo.vlan.be/>

CENTURY 21: <https://www.century21.be/fr>

2.4 Fixtures and Appliances

In Belgium, properties are typically leased without lighting fixtures, curtains, kitchen appliances, washing machines, dryers or water softeners (water in Belgium is extremely hard). When viewing properties make sure you get a clear answer from the agent as to what is included. An advisable option is to negotiate the purchase and installation of any missing items into your lease as you won't likely bring those items back to Canada when you return. Additionally, there may be allowances available for outstanding items that your home requires, see the Admin Section for policy and procedure.

** European appliances are often smaller than North American ones. It is recommended you measure your oven to ensure your pans, baking and casserole dishes will fit. Otherwise, you may wish to put these items in storage.*

Chapter 3 – Banking

3.1 – Belgian Banking

There are many bank branches throughout Brussels, so be sure to choose the branch that is most convenient for you and your family. While most CAF families open accounts with the ING Bank at NATO HQ, be sure to speak with your sponsor about other options.

You will need a bank appointment during your HHT to arrange for the security deposit for your lease. Since you need an address to open an account it is recommended that your bank appointment is set up for the latter part of your HHT. Your sponsor can assist you with these arrangements.

Your bankcard will be mailed to you about 1 week after opening your account. It is advised that the member use the mailing address at the Canadian delegation in NATO or alternatively, they may use the MFSE-Brussels mailing address. Once you return to Brussels for your final move, you can pick up your bankcard.

** The ING bank at NATO HQ offers services such as home insurance, car insurance, and ING assistance (similar to CAA in Canada).*

** Children who wish to open a bank account must be present, accompanied by a parent, and be at least ten-years-old.*

3.2 – Belgian Credit Card

When you visit your bank branch to open a bank account, you can also request a credit card. As in Canada, it may take a few weeks for the credit card to arrive. Most notably, banks will automatically withdraw money from your debit account once a month in order to pay the credit card bill. If you prefer the North American method, with a minimum monthly payment, you may request it when you apply for the card. Not all banks offer this service.

Chapter 4 – Transportation

4.1 – Introduction

For the purpose of your HHT this section has been limited to the information deemed most necessary for the week. There is more in-depth information on transportation, importing a vehicle and driving in Brussels in future sections of this document as well as a complete list of road signs in [Annex B](#).

The MFS has one GPS device available to lend out in the event that your rental car is not equipped with one. Please call 02/210 9297 or email msfe.brussels@cfmws.com

4.2 – Traffic Signs



PRIORITY RIGHT: Warning for uncontrolled crossroads ahead, priority given to vehicles coming from the right. When in doubt, yield to streets from the right as stop signs in Brussels are uncommon. ** Please pay particular attention to this rule, as it is the most unnatural driving difference for Canadians.*



PRIORITY ROAD: You have the right-of-way.



GIVE WAY: Yield to all traffic, typically accompanied by a numerical sign in metres to indicate how long you need to yield.



ROUNDABOUT: Give way to vehicles IN the roundabout.



“SHARK TEETH”: Indicates when/where vehicles must yield (give way).

**If there are no signs indicating priority, you have to give priority to the drivers coming from your right but you have priority over drivers coming from your left.*

4.3 – Parking



PARKING PERMITTED: Free parking.



PARKING PERMITTED WITH DISC: Your car rental should come equipped with a small blue parking disc. When parking in a spot where the disc is required you set the time on the disc to the closest **next** half hour; you then you have free parking for the duration of the indicated time.

** If you wish to park your car outside on your street, you might be required to register your car with your commune.*

4.4 – Public Transportation

You may wish to familiarize yourself with the public transportation options for prospective homes. While your sponsor and relocation agent will likely be able to guide you, the following link will provide you with additional information for using public transportation in Brussels.

BXL Mobility: <https://www.brussels.be/public-transport>

To get you started the MFS will be providing you with loaded MoBIB Basic card and a city map at your initial visit with the Admin Section prior to beginning of house hunting. This card will allow you to use all forms of public transit in the Brussels region (not valid for buses in Flanders territory). This card can be reloaded at any kiosk station (see website above for locations) once you are settled. The kiosks accept both European and North American bank/credit cards.

4.5 – Local Buses to and from NATO HQ

Local Buses: 12, 21, 65, 472, 272

Trams: 62, 55

4.6 – Cycling

Many people in Brussels choose to cycle to work over driving or taking public transportation simply because it is faster. It is recommended that you consider how you plan to commute to work and to investigate potential routes from prospective properties.

** You may also want to consider how you plan to commute to work upon arrival, while you are staying in a hotel waiting for your sea shipment. If cycling is your preferred mode of transportation you will need to make arrangements to include your bicycle in your air shipment. This will be at your own expense.*

Chapter 5 – Education

5.1 – Introduction

Brussels offers many options for educating your children in a variety of languages. With three different school categories (Communal, Catholic, and Private) and instruction in either French or Dutch, many Canadian families are pleased with the quality of Belgian schools. A variety of international schools with curriculums in French or English also come highly recommended.

It is your responsibility to register your children for school and to make the necessary arrangements for payments. All information is available on the following website:

[https://www.cafconnection.ca/getmedia/b2f64450-e80e-4c54-a3b5-c2b3ac9da689/FSD-34-Education-At-Post-Brussels,-Belgium-EN-\(rev-18-Feb-2020\).pdf.aspx](https://www.cafconnection.ca/getmedia/b2f64450-e80e-4c54-a3b5-c2b3ac9da689/FSD-34-Education-At-Post-Brussels,-Belgium-EN-(rev-18-Feb-2020).pdf.aspx)

5.2 – Curriculum

Belgian schools are fairly similar to Canadian ones with regards to their psychological approaches. Moreover, schools are divided similarly to those in Ontario, with primary school lasting from ages 6-13, and secondary school from 14-18. The curriculum in Belgium, however, covers subjects that can vary from those in Canada, and the workload is considered to be heavier than that of Canadian students.

Depending on the commune you live in, classes will either be taught in Dutch or French. Starting from the third grade, Dutch or French is taught as a second language. However, children of NATO or Embassy personnel attending French schools can be exempt from studying Dutch.

For high school students, especially those in their final years, keep in mind Canadian university requirements when selecting a secondary school.

Note that on Wednesdays, local schools and some international elementary schools end at 12h00, leaving children with a free afternoon.

** Commune schools can have waiting lists and there is no guarantee that if you live in the commune you will have a place in the commune school. The schools have waiting lists that they manage. You are encouraged to contact any local schools early and have a phone conversation with them to determine their procedure for registration.*

be aware size & hole spacing of loose paper, hole punches, binders and school work books differ from sizes in Canada. In general, office supplies are **more expensive in Europe so it might be an idea to stock up on pens, pencils, art supplies, post-it-notes etc. Additionally, if you are bringing a North America printer you will need to stock up on paper as European sizes are not compatible.*

5.3 – English Language Schools

You may be required to pay school registration fees in advance. As these fees may be extensive (in the 1000's of Euros), it is advised that you look into the fees that pertain to your family and contact the Admin Section for assistance. Discuss with your sponsor for advice as well.

The International School of Brussels

Admissions Office ISB
Kattenberg 19
1170 Brussels
Belgium
Tel: +32 (0)2 661 4225
Email: admissions@isb.be
www.isb.be

The British School of Brussels

Leuvensesteenweg 19
1980 Tervuren
Belgium
Tel: +32 (0)2 766 0430
Email: admissions@britishschool.be
www.britishschool.be

*(50/50 Bilingual French/English program offered, see admissions for eligibility, and space)

** Only approved until grade 8 based on Curriculum.

Ecole International Montgomery (English Stream Only)

Rue du Duc 133
1200 Brussels
Belgium
Tel: +32 (0) 2 733 63 23
Website <https://www.ecole-montgomery.be/>

Canadian College of Italy

Canadian Office
59 Macamo Court
Maple, ON
L6A 1G1
Tel: 1-905-508-7108
Email: admissions@canadiancollegeitaly.com
<https://www.canadiancollegeitaly.com>

Neuchatel Junior College

Canadian Office
44 Victoria St.
Toronto, ON
M5C 1Y2
Tel: 1-416-368-8169
Email: admissions@neuchatel.org
<http://www.njc.ch/>

5.4 – French Language Schools

Lycee Jean Monet

Avenue du Lycee Français 9
1180 Bruxelles Belgium
Tel. +32 (0) 2 374 58 78

Email: <http://www.lyceefrancais-jmonnet.be/contact>
Or : corinne.dethibault@lyceefrancais.be
<http://www.lyceefrancais-jmonnet.be/>

5.5 – Belgian Universities

There are a number of universities in Belgium offering education in English, French, and Dutch, as well as International Programs. These are only some of the most well-known:

KU Leuven

Naamsestraat 63
3000 Leuven
Belgium
Tel: +32 (0)2 16 32 4010
Email: admissions@kuleuven.be
<https://www.kuleuven.be/english>

Vesalius College

Pleinlaan 5
1050 Brussels
Belgium
Tel: +32 (0)2 614 8170
Email: Vesalius@vub.ac.be
<http://www.vesalius.edu/>

Universite Libre de Bruxelles

Ave F.D. Roosevelt 50
1050 Brussels
Tel: +32 (0)2 650 4223
Email: mobilite@ulb.ac.be
<https://www.ulb.be/>

Universite de Catholique de Louvain-la-Neuve

Place de l'Universite 1
Louvain-la-Neuve
Belgium
Tel: +32 (0)1 047 2111
<https://uclouvain.be/fr/index.html>

University of Antwerp

Campus Middelheim - A
A218
2020 Antwerp
Belgium
Tel: +32 (0)3 265 4111
Email: internationalstudents@uantwerp.be
<https://www.uantwerpen.be/en/>

5.5 – Nurseries/Day Care

Most nurseries take care of children ranging from 0-3 years of age. Lists of nurseries can be found at the:

- ❖ Maison Communale (your commune [municipal hall], has an online list of schools/nurseries)
- ❖ Office de la Naissance et de l'Enfance (multiple locations, Google the nearest to you for contact info).

Children over the age of three will be accepted into regular school systems, although it is possible to opt for half days. For more information speak with the director of a given school, who will be able to provide detailed information.

The USAG detachment has a drop in child care facility that Canadians have access to as well. Ages 6 weeks to 5 years-old – hourly rate 3.50/Hr Call 02/717 96 51

**Most Belgian schools offer a garderie in which children will be supervised in the pre/post school hours while parents are still busy.*

Chapter 6 – Spousal Employment

6.1 – Security Clearance

For spouses who wish to work as locally engaged staff (LES) at the Canadian Embassy or NATO HQ, they must have a security classification of at least Level II Secret.

Once you receive your posting message, the procedure for requesting a security Clearance can be started. The request can be made by the dependent from Canada or once in Brussels. Please note that the process can take several weeks. For all information requests or to send your request forms, please contact: BREUSP@international.gc.ca

Read: Prior to Moving to Brussels



(Image: The Atomium is a landmark building in Brussels, originally constructed for the 1958 Brussels World's Fair.)

This section outlines the main areas of interest for you to focus on prior to your arrival in Brussels. Should you have any question please email your sponsor or the MFS for clarification.

Chapter 7 – Housing

7.1 – Appliances

Additional household items and appliances may be required – some of these costs are covered by MFSI 10.5.16. A list of items approved by the DCBA will be provided during your HHT. To ensure you are eligible for reimbursement, forward any questions you have to the Admin Section **before** making any purchases.

7.2 – European Voltage

It is important to remember that electricity in Europe is generally 50 hertz and 220 volts. If you intend to bring any appliances for which operating speeds are critical, make sure they are marked 50/60 Hz. Note that appliances, timers, and/or electric clocks may not operate correctly even when transformed. Do not bring a computer surge protector of 110v, as it may cause your electrical breaker to trip – you are better off buying a 220v power bar in Belgium.

It is recommended that you bring some North American power cords with you. For your own safety, do not exceed the maximum capacity of any transformers. Exceeding it can cause damage and create an electrical hazard and can also severely damage appliances.

Any item with a rechargeable battery (i.e. cellphone) can be plugged into European power with an adaptor plug without the use of a transformer. In these cases, the power source is charging the battery and is not supplying power directly to the appliance

Chapter 8 – Transportation

8.1 – Cycling

Have you thought about how you plan to get to and from work while awaiting your sea shipment? You can bring your bicycle with you; however allocated space for bicycles in the baggage hold is limited. Contact your airline regarding their specific shipping guidelines and to inquire about available space. Any incurred cost is not claimable.

8.2 – Car Shares

Some Canadians have opted to utilize the extensive public transportation system in Brussels and leave their vehicle in Canada. Car Share companies provide an affordable and convenient service that compliments public transportation. Below are a few Car Share companies operating in the region:

Cambio Car: <https://www.cambio.be/cms/carsharing/en/>

Zen Car: <https://www.zencar.eu/en/> (electric cars)

8.2 – Importing a Vehicle from Canada

Rules and regulations on importing a vehicle will vary based on the specifics of your vehicle as well as your status in the country; therefore, it is recommended that you contact your sponsor to be put in touch with the Protocol Officer for the latest information.

8.3 – Purchasing a European Vehicle

If you choose to buy a vehicle, new or used, upon arrival, you may or may not be permitted to import it back into Canada. When purchasing a car overseas, it is important to note that upon returning to Canada, you may be required to pay taxes based on the value of the vehicle. The current tax exemption is \$10,000 as of February 2014. There are also regulations regarding North American emissions standards, age of the vehicle etc. Speak with your sponsor for assistance in this area.

8.4 – Contrôle Technique (CT)

Any vehicle four years or older (Belgian bought or North American imported) must undergo a CT inspection. One of the most critical components of the inspection is a rust inspection. It is much less costly to have any rusted areas repaired in Canada, and is suggested that you have a thorough vehicle inspection done before you leave Canada. The cost of a CT depends on the size and age of your vehicle, but is generally around €30 to €70. Members are advised to ensure that their car is serviceable before submitting it for the test, as every subsequent item costs €9. The CT is refundable under the application relocation policies

At the end of the CT you will be given a “Certificat de visite”, which contains the results of the inspection.

8.5 – Ownership

When a member brings a vehicle from Canada, it must be registered in the *member's name, not their spouse's*. If the vehicle is not registered in the member's name, it *must* be changed prior to leaving Canada. If this is not done, the member won't be able to obtain registration, as Belgian law requires the member to be the owner of the vehicle, since they are the one employed with NATO and receiving NATO privileges.

** You must have owned your vehicle for at least 6 months or less than 20 days if you wish to be exempt from Belgian taxes.*

8.6 – Vehicle Requirements

If your vehicle is older than 4 years, you may be required to make modifications to your vehicle, such as the addition of a rear fog light. The USAG Auto Shop, Carrefour, CORA, Auto 5 or the PX Auto Shop have these items available. Keep the receipts for these purchases, as you can be reimbursed.

While driving in Belgium, you are required by law to have the following items in your car at all times:

- ❖ Fire extinguisher
- ❖ Warning triangle (MFS will provide this item upon arrival)
- ❖ Reflective safety vest (MFS will provide this item upon arrival)
- ❖ First Aid kit

8.7 – Vehicle Reception

Remember that your car's engine has been sitting largely unused throughout a land/sea voyage lasting a month or more. Before starting your car upon reception, make sure to check its fluid levels and have a tire gauge available to check tire pressure. Drive relatively slowly for the first 10km or so, and keep in mind that the disk brakes might initially feel uneven, as the parts of the disks not covered by the brake pads may have been affected by the salt air of the overseas leg of the journey.

8.8 – Insurance

The cost of insurance in Belgium can be more expensive than it is in Canada. Your sponsor will be able to assist you in figuring out which packages and fees will best fit your initial budgeting calculations. It is strongly recommended that you obtain legal fee coverage with your insurance provider; if you have an accident, the resulting legal entanglements in various countries almost automatically demand the engagement of legal assistance. **It is important that you bring with you a statement from your previous insurance provider describing your insurability, including the number of years free from accidents and claims.**

Personnel posted to the Canadian Delegation and members under SOFA *must* purchase Belgian insurance. As always, speak with your sponsor for any advice regarding insurance companies.

It is recommended that you have insurance similar to CAA while travelling in Europe. The choices are "Touring Secours" and "Post-Assistance" through the Belgium Post Office, or the ING Assistance Service with ING Bank. You can purchase coverage for Belgium only, or for coverage outside Belgium at an extra cost.

Finally, personal items left in your car are *not* covered by Belgian insurance policies. You should never leave anything in your car, even when it is parked in front of your house.

Please note that currently the insurance companies have a special clause for vehicles aged 7 years or over:

** Vehicles older than 7 years are only insurable for damage caused to another vehicle / material ... in the event of a responsible accident, the damage to your vehicle will not be covered by the insurer.*

8.9 – Drivers Licenses

People who hold a Belgian diplomatic/consular IS card **can** drive on Belgian roads with a valid Canadian license. For IMS and Technical Support Staff, however, **not all Canadian licenses are recognized**: only Ontario, Quebec, Alberta, and New Brunswick licenses are recognized. Members holding licenses from any other provinces/territories **must** have an International Driver’s Permit for both inside and outside Belgium, unless they are in possession of a diplomatic/consular ID card. Otherwise, an International Driver’s Permit is not mandatory for Belgium. It is up to the member to choose whether to register for one. Keep in mind that International Driver’s Permits are *not* reimbursed and are only valid for 12 mths at a time.

	Inside Belgium	Outside Belgium
Diplomatic Plates (Delegation Staff)	Valid Canadian License	International Driver’s License
International Military Staff & Support Staff with license from: ON, QC, AB, NB	Valid Canadian License	International Driver’s License
International Military Staff & Support Staff with license from: BC, SK, MB, PE, NS, NL, YT, NU, NT	International Driver’s License	International Driver’s License

For more information, visit the following website:

<https://www.caa.ca/travelling/international-driving-permit/>

**It is recommended that you maintain your Canadian license for the full duration of your tour. If you allow your license to expire, you may be required to retake the full driver’s exam upon returning to Canada. You may use the following address for a renewed Canadian license, if you have not kept a Canadian address:*

CFPO 5048 Stn Forces
Belleville, ON
K8N 5W6



Chapter 9 – Spousal Employment

9.1 – Work Permits

If you will be living in Belgium under a Red Diplomatic Passport or a Green Special Passport you **may** be eligible to work through a Work Permit. More information on work permits can be found here: <http://werk-economie-emploi.brussels/fr/permis-de-travail>

Once you are living in Brussels and have obtained your Belgian ID Card you may contact the Canadian Embassy in Brussels to start the process, please refer to [Chapter 19](#) for more information.

9.2 – Embassy, NATO HQ, Canadian EU Mission

The Canadian Joint Delegation to NATO, Canadian Embassy, and Canadian Mission to the European Union occasionally provide some full-time and short-term contracts for spouses. If interested, submit a copy of your CV to:

Canadian Embassy
Avenue des Arts 58
1000 Brussels
5th Floor

Canadian Delegation to NATO
Blvd Leopold III
1040 Brussels

Canadian Mission to the EU
Avenue des Arts 58
1000 Brussels
5th Floor

Many of the positions require specific experience, but occasionally clerical and/or research openings are available. Vacancies are limited, however, and can be quite competitive.

**Refer to section [6.1](#) regarding security clearances for these positions.*

9.3 – MFSE and PSP

The MFSE, either locally in Brussels or as a coordinator for Europe, may have employment opportunities for spouses. All positions will be posted at the link below.

<https://www.cafconnection.ca/Europe/Programs-Services/Employment/Civilian-Employment-Opportunities.aspx>

9.4 – Volunteer Work

There are many different opportunities for getting involved with life in Brussels and a great deal of volunteer work that can be done. If you have a particular skill set you wish to continue using, possibly in a volunteer capacity, please advise the MFSE –Brussels of your abilities.



There are also volunteer opportunities with the annual NATO Charity Bazaar. The Bazaar is typically run on the third Sunday of Nov. at NATO HQ. Each nation sets up a stand to sell a

variety of goods from their native country with the aim to raise money for a variety of charities. The

Bazaar has been running for over 50 years, and is NATO's way of giving back to Belgium with 29 nations participating. In 2019, 268,000 € were raised, with 35% of profits given to Belgian charities and 65% to international charities. The Canadian contribution in 2018 was ~14,000€. Each year the Canadian contingent sets up a committee, usually but not limited to the spouses. The Committee organizes the ordering, selling and managing of the Canadian Bazaar efforts. The Committee is always looking for volunteers to assist in the organization and lead up to the Bazaar weekend. More information will be provided at the Welcome Brief in September.

9.5– Youth Employment Program

The intention of the Youth Employment Preparation (YEP) Program is to provide real-life workplace training and employment to the youth of the Canadian Forces members and Canadian Forces support personnel posted in Europe. For more information, please visit the MFSP website:

<https://www.cafconnection.ca/Europe/Programs-Services/Employment/Youth-Employment-Preparation-Program.aspx>

Chapter 10 – Medical

10.1 – Ontario and Quebec Health Insurance (OHIP and QHIP)

OHIP/QHIP must be informed of your departure from the province in order to temporarily deactivate your provincial health coverage.

Once you have initiated changes with OHIP and QHIP, you must also inform Compensation Services (SBP) to ensure that your coverage under the Public Service Health Care Plan (PSHCP) is amended to reflect the correct coverage. For further information, please contact:

OHIP
1-613-237-9100
1-800-268-1153

QHIP
1-800-561-9749

SBP
1-613-996-1791

**If you reside in a province other than Ontario or Quebec check with your provincial health care to determine if your health coverage must be temporarily deactivated.*

Chapter 11 – Pets

11.1 – Transportation and Costs

Each airline company has its own policy regarding transportation of animals. Options for shipping your pet are: in Cabin, in the Hold, in Cargo as freight. The options are available to you will be outlined in the airline's pet policy. Additionally, many airlines do not ship animals during summer months, and airlines that **will** ship animals during summer months have limited capacity. It is recommended that you contact potential airline companies regarding their specific pet policy and space, as soon as you know your potential flight dates.

In the event there is no airline flying out of your local airport you may need to drive to an airport departing from a nearby city. For example: Air France services Montreal Airport (YUL) but does not service Ottawa Airport (YOW). **Look into the moving policy for more information.**

Below is some information on two airlines that have flights between Canadian cities and Brussels Airport (BRU) and that accommodate pet travel during summer months:

Air France http://www.pettravel.com/airline_pet_rules/airfrance.cfm

Brussels Air http://www.pettravel.com/airline_pet_rules/brusselsairline.cfm

When transporting small pets as hand baggage, there is often a standard fee. Shipping larger pets, like dogs, can be an expensive venture, as you pay according to weight and volume.

Be aware that there may be a handling charge, depending on the airline used, and there may be a €25 fee that can be paid to customs.

If you have to ship a larger pet as freight, in a kennel, your pet will arrive **on the cargo side of Zaventem (Brussels) airport, where you will have to pick them up in person.*

11.2 – Documentation

When moving your pet overseas, you must have a Certificate of Health or Veterinary Certificate issued by Canada, which accompanies the pet while they are in transit. The Canadian Food Inspection Agency (CFIA) website has the necessary forms and accompanying directions required.

<http://www.inspection.gc.ca/animals/terrestrial-animals/imports/policies/live-animals/pets/eng/1326600389775/1326600500578>

Vaccinations and check-ups have a strict schedule when it comes to transporting your pet overseas. For the exact requirements and timings check the CFIA website for the necessary documentation.

**Be sure to begin looking into the process early, as the paperwork can take some time to obtain and the vaccination schedule/validity of the certificate can be quite strict.*

11.3 – Quarantine

Belgium does not have a quarantine period for dogs or cats being brought into the country. They do, however, require proof of a rabies shot and up to date immunizations. It is important to be aware that the United Kingdom has strict regulations concerning the transport of pets, even if the final destination is outside of the country. **Travelling through the UK could result in your pet being quarantined**, despite your final destination being Belgium.

11.4 – Pet lodging before sea shipment arrival

Typically, hotels in Europe are more accepting of pets than hotels in North America. However, with your sea shipment potentially taking four to five weeks, you may wish to consider lodging your pet at a kennel. See section [22.2](#) for more information.

11.5 – Registration

In Belgium, all cats and dogs **must** be micro chipped. In addition to this, all dogs must be registered with the Belgian Association of Canine Identification and Registration, which allows missing dogs to be successfully reunited with their owner. More information can be found at the following website: <https://www.dogid.be/fr>

Chapter 12 – Postal Service

12.1 – NATO HQ Bpost

There is a Belgian post office (bpost) located in the NATO HQ building, which is open during the week from 09h00 to 17h00. You may send mail to and receive from Canada through bpost, although it can get expensive with various shipping costs and taxes. For sending mail within Belgium it operates in the same way that Canada Post does.

12.2 – Military Mail Services

12.2.1 – Canada Post

You can send and receive mail through Canada post using the post office box in Belleville. The postal clerk comes from SHAPE, Mons to the Canadian Delegation military mail room once or twice a week (Tuesdays and/or Thursdays) from 13h00 to 14h30. Your mail can be redirected so that you can receive it in the military mail room. **You will be assigned a personal mailbox number during your HHT.**

Canadian stamps and money orders can be purchased, and parcels can be both sent and received. All purchases must be made in euros. A customs declaration form is available from the postal clerk. The Belleville address is:

Your name
NATO Staff Brussels
PO Box 5048, Stn Forces
Belleville, ON
K8N 5W6

12.2.2 – Couriered Mail

If you have a delivery coming from Canada by courier services requiring a civic address and not a PO Box, the following address for the Canadian Forces Postal unit at CFB Trenton can be provided to the sender:

Your name
NATO Staff Brussels
PO Box 5048, Stn Forces
CFPU Building 348, 15 Westwin
CFB Trenton
Astra, ON
K0K 3W0

The Postal Unit in Trenton will accept the parcel and redirect it to the CFPO for Brussels. If you are able to do so, please specify that the delivery has to be made during regular working hours in order to ensure that the Postal Unit is open. ** Parcels should not be bigger than a barrack box and cannot weight more than 20kg. If they exceed these limits, the parcels will be refused.*

Chapter 13 – Additional Information

13.1 – Important Documents

Documents such as school, health, and dental records may be required at some point during your tour. Below is a list of important papers you should remember to bring with you:

- ❖ Tax receipts for income tax purposes (as well as previous returns).
- ❖ Wedding, birth and/or baptismal certificates.
- ❖ Receipts (or form Y38 from Canada Customs) for expensive foreign-made items (eg. cameras) in order to prevent duty charges on re-importation into Canada.
- ❖ A detailed inventory of household goods. The more detailed it is, the easier it will be to settle any possible insurance claims. *(it is a good idea to take photos, especially for your high value items.)*

*The inventory is absolutely necessary, as the one the movers do is not quite detailed enough and doesn't provide the value of your items. You need to have the prices in case something is damaged/stolen, as well as for customs. It is recommended that your personal inventory should be stamped by the member's orderly room so it's made more official.

The inventory should be complete but does not need to be overly detailed, for example you do not need to list each pair of clothing or each item of dishware. Rather, you can group items together (like six pairs of jeans = \$\$, five pairs of shoes = \$\$, 12 plates = \$\$, etc.). Additionally, anything worth more than \$500 - \$1000.00 needs to be listed individually (this includes clothing like coats, boots, bags, etc.)

Living & Thriving in Brussels



(Image: Manneken Pis is a landmark small bronze sculpture in Brussels, depicting a naked little boy urinating into a fountain's basin.)

This section outlines the main areas of interest for you to when you arrive in Brussels. If you have any questions please contact the MFS: mfse.brussels@cfmws.com or 02 210 9297

Chapter 14 –Arrival

Welcome to Brussels! Your sea shipment can take up to five weeks to arrive so this is the perfect time to get acquainted with your new city. Below are a few websites that provide information on events around town.

Visit Brussels: <https://visit.brussels/en>

Trip Advisor: <https://www.tripadvisor.com/Attractions-g188644-Activities-Brussels.html>

La Ville De Stad: <https://www.brussels.be/tourism>

14.1 – Kid’s Stages/Camps

You may wish to take advantage of the many stages available in the Brussels area.

Action Sport: <http://www.actionsport.be/home3.asp?ClubID=51&LG=FR>

Art En Ciel: <http://art-en-ciel.be/stage-kids-teens/>

C.F.S : <https://www.lecfs.be/>

Jeunesse à Bruxelles ASBL : <http://www.jeunesseabruelles.be/site/>

Le Kid: <http://www.lekid.be/>

**Payment for most stages is typically done online via IBAN bank transfer. So, you will likely need to have your Belgian bank card to complete purchases.*

**For Canadian Forces members and families, you may wish to investigate programming, child minding, and gym schedule at the United States Army Garrison (USAG):*

USAG: <https://brussels.armymwr.com/programs/acs>

14.1.1 MFS

The MFS will have informal programming available during the summer months where your children can interact with other Canadian kids. Contact the MFS for more information:

Email: mfse.brussels@cfmws.com **Phone:** 02/ 210 92 97

14.2 – Markets

Markets are a **thing** in Brussels, night markets, farmers markets, vintage markets. Below are a few websites providing information:

Markets by Commune: http://www.marches-de-belgique.be/marches-de-belgique/provinces-marches/bruxelles_capitale/

Brussels Life: <https://www.brussellife.be/en/article/markets-in-brussels>

Chapter 15 – Communes & Housing

15.1 – Communes

For a description of each commune and a link to their website see [Annex A](#).

Each area has a commune office (similar to a city hall) where you will obtain information specific to your commune, such as: recycling parks, waste management & pick up schedules, transportation including cycling and driving in Brussels.

- a. Registration in your Commune. If you are arriving in Brussels on a Special Passport (Green), you must register with your commune. If you are arriving in Brussels on a Diplomatic Passport (Red), you are not required to register with the commune. *However, if you plan to take advantage of the local titre service (section below) you will need to visit your commune to obtain a national number;*
- b. Sundays & Holidays. Please be aware that most communes do not allow lawn mowing and general noise on a Sunday or a holiday; hanging laundry outside can also be forbidden. Ask your neighbours as each area is different;
- c. Titre Service (Cleaning Service Program). Titre Service is an affordable cleaning service where you purchase vouchers for nine euros each per hour. One voucher = one hour of service. If you wish to use this service you must obtain a national number through your commune.

15.2 – Appliances

Small appliances: Before purchasing new items check with the USAG Consignment Store or your sponsor as outgoing families often have gently used appliances they do not wish to transport back to Canada.

USAG Consignment Store: <https://www.facebook.com/brusselsconsignmentshop/> OR
 <https://sites.google.com/site/brusselsconsignmentshop/>

Large Appliances/Furniture: As mentioned in the *Prior to Moving* section, additional household items and appliances may be required – some of these costs are covered by MFSI 10.5.16. A list of items approved by the DCBA will be provided during your HHT. For questions regarding what is covered see your sponsor or the Admin Section.

15.3 – Communication Services & Utilities

While occupying your residence, all rent and utilities will be paid by the Admin Section, but through your bank account. Your rent amount will be deposited into your account monthly and you will set up a monthly payment to your landlord. Your rent and utility shares will be deducted automatically from your paycheque every month. The following however, are not paid:

Telephone
Internet
Cable
Satellite TV

Below is a list of a few Belgian service providers. It is recommended that you verify that your chosen provider does offer service in your commune.

- ❖ **PROXIMUS:** <https://www.proximus.be/en/personal.html>
- ❖ **TELENET:** <https://www2.telenet.be/en/>
- ❖ **VOO:** <http://www.voo.be/en/>
- ❖ **SCARLET:** <https://www.scarlet.be>

15.4 – Waste Management

Each area has a commune office where you will obtain information about refuse collections, passes etc. Each commune has specific guidelines that pertain to how & what to recycle. Waste management workers strictly enforce disposal guidelines and proper bag usage. You must purchase commune specific garbage, recycling, and compost bags. These bags can be purchased at grocery & convenience stores in your commune. There are several communes (Wezembeek-Oppem and Kraainem, Teveuren) that require you to purchase more expensive garbage and recycling bags. These may be reimburseable, please confirm with the Admin Section.

To find more information about recycling, check out the sites below:

<https://www.arp-gan.be/en/sorting.html> or
www.fostplus.be or www.brussels.be/artdet.cfm/4023

Glass: Glass cannot be recycled through pick up services. It must be taken to bottle recycling containers (called “bulles”) scattered around your commune. **To find drop off locations in your neighbourhood check here:**

<https://www.arp-gan.be/en/localisation.html>

**Do not be alarmed if during the month of December your waste/recycling/compost collectors place a flyer with their photo on it in your mailbox and later in the month knock on your door. In Belgium, it is customary to tip these workers at Christmas. Speak with your neighbours about what is an acceptable amount and please note, they are persistent and if you are not home or do not answer you can expect them to return another evening.*

Chapter 16 – Transportation

16.1 – Driving in Belgium

Many of the basic rules of the road in Belgium are very similar to those across the rest of Europe. Road signs are either in Dutch or French.

The Highway Code describes the rights and obligations of road users on the public highway. All road users are expected to know and apply this highway code. A road user is any person who uses the public highway as a driver or pedestrian. The driver of a rail vehicle must comply with the specific regulations of his transport company, **it always has priority**. A public highway is any road made available to road users. This also applies for private roads when these are used with the permission of the owner. **When driving you MUST give way to trams and passengers getting on and off**. Clear tramlines as soon as possible; be careful, especially when driving in Brussels, where there are many trams.

- ❖ **When in doubt yield to drivers coming from the right.**
- ❖ **The legal minimum age for driving is 18 years.**
- ❖ **Drive on the right in Belgium, overtake on the left.**
- ❖ **Mobile cellular telephones may only be used with a "hands free"**



system. It's compulsory to wear a seat belt (ceinture de sécurité) including in the back seats if belts are fitted. It is the driver's responsibility to ensure all passengers wear their belts (and the driver will be fined if passengers are not belted in).

- ❖ **Headlights must be used in tunnels, even during the day.**
- a. **Speed Limits .** Speed traps, cameras and unmarked police vehicles are used throughout the country to catch speeding motorists. Belgium has a high accident rate, mainly due to speeding. Traffic control authorities (autorités de contrôle du trafic/verkeersinspectie) are strict, issuing heavy speeding fines on the spot.

Speed limits are as follows, unless otherwise indicated:

- ❖ **Built-up areas:** 30 Km/h (30 Km/h in school areas)
- ❖ **National Roads:** between 70 Km/h and 90 Km/h
- ❖ **Motorways:** 120 Km/h

Fines are subject to change, however here are some examples:

In a build-up area, in a school area, in a 30 km/h area, in a residential area or a meeting area:	
Above the limited speed	FINE
> 1 km/h and < 10 km/h	50€
> 11 km/h and <30 km/h	50€ + 10€ per km extra
> 30 km/Hh	Decision taken by the Court.
On any other roads and motorways:	
> 1 km/h and < 10 km/h	50€
>11 km/h and <40 km/h	50€ + 5€ per km extra
>40 km/h	Decision taken by the Court.

b. **Vehicle Requirements.** This area was briefly discussed in chapter 8 above but we will delve a little deeper here. The following items must be in your car at all times:

- ❖ Driving license
- ❖ Insurance certificate
- ❖ Vehicle registration documents
- ❖ Protocol ID/proof of identity
- ❖ Proof of payment of road tax (if applicable)

All vehicles must also carry:

- ❖ **A warning triangle:** in the event of an accident or breakdown the triangle must be placed 30 metres behind the vehicle on ordinary roads and 100 metres on motorways to warn following traffic. It must be visible at a distance of 50 metres
- ❖ **A first aid kit**
- ❖ **A fire extinguisher:** the extinguisher must be accessible from the driver's seat
- ❖ **A reflective vest:** The vest must be put on before getting out of the car in the event of an accident.



c. **Driving, Plates and Tires.** You can begin driving your car immediately with your Canadian license plates as long as you are covered by Belgian insurance, and so long as the plates are valid. It can take weeks to get your car through customs, and anywhere from 8-12 weeks to obtain your Belgian license plates (for IMS Staff). For Delegation personnel, you will need your Belgian ID card (takes about a month to be processed from the time you arrive) before you can get your Diplomatic license plates, which take an additional 1-2 weeks to arrive. Winter tires are recommended for Belgium. In some European countries winter tires are required, and driving without them can result in insurance claim implications. Keep in mind that all-season tires may not be recognized by insurance companies so check with your

provider. Furthermore, tires are generally less expensive in Canada. If you purchase tires in Canada, or already own some, you can bring them with you in your shipment.

- d. **GPS.** Road signs are often difficult to see, and road/ramp layouts are not the same as they are in Canada, which makes finding your way around a bit of a challenge. It is recommended that you purchase or update a previous GPS with European maps.

16.2– Road Tax & Gas Cards

Information regarding Road Taxes and Gas Cards differ depending age and make of your vehicle as well as your rank and status in the country. Please be in touch with your sponsor for information specific to situation.

16.3– Car Registration

For all military personnel holding diplomatic status and working for the Canadian Delegation, car registration will be done through Global Affairs Canada (GAC). IMS personnel will have to register through the NATO P&I Office. Agency personnel will be advised by their sponsors. Proof of insurance, proof of ownership, and the original bill of sale will be required for the registration process. Note that CD Plates are not issued for motorcycles – motorbike registration is done through the P&I Office in all cases. All drivers must be in possession of an insurance certificate (green card), a valid registration (pink form), and a valid driving permit **at all times**.

16.4 – Driving in Other European Countries

Be aware that driving rules in many European countries differ from those in Belgium. Do your research before driving through foreign cities and countries as you may be required to have additional documentation; such as:

- ❖ **Emissions sticker** (specifically for certain German cities), which can be purchased at all German TUV and DEKRA stations. If caught without the stickers, you will be fined.
- ❖ **Highway Vignette** – basically highway toll sticker. If caught without the stickers, you will be fined.

16.5 – Lending your Vehicle

If you decide to loan your vehicle to a visitor, you will need to check rules and regulations with your insurance provider to ensure you (and your guest) do not run into legal problems while in Belgium or if they cross into other countries.

Have this information ready to provide to your insurance provider:

- ❖ Who is borrowing the vehicle
- ❖ The length of time they are borrowing it
- ❖ Which countries will be visited
- ❖ Vehicle type
- ❖ Registration
- ❖ License

16.6 – Emergency Roadside Assistance

Orange emergency telephones are provided on motorways to call for assistance. A number of organizations provide assistance in case of breakdown.

The Royal Automobile Club de Belgique

Rue d'Arlon 53, 1040 Brussels

Tel: 02 287 09 11

Breakdown service Tel: 07 815 20 00

Fax: 02 230 75 84 (in French & Dutch)

<http://www.racb.com/>

Vlaamse Automobilistenbond – VTB/VAB:

Pastor Coplaan 100 2070 Zwijndrecht (Antwerp)

TEL [03 253 61 30](tel:032536130) EMAIL contact@vab.be

<https://www.vab.be/nl>

Touring Club de Belgique

Rue de la Loi 44, 1040 Brussels

Tel: 02 233 22 02

Breakdown Tel: 07 034 47 77

<http://www.touring.be/> (in French & Dutch)

Check with your bank. For example, ING offers **ING ASSIST*

16.7 – Road Signs

A complete list of road signs can be found in [Annex B](#)

16.8 – Cycling

When there is a cycle lane: cyclists must follow the cycle lane to the right in their riding direction. They may also follow the part of the road marked D10. They may leave the cycle lane to change direction, overtake or drive around an obstruction. Three- and four-wheelers without engine of which the width, load included, is less than 1 metre may also use the cycle lane.

When there is no cycle lane: cyclists follow the road as normal. They may follow the unraised verge to the right in their driving direction (and parking lane) provided they give right of way to other road users (pedestrians, persons with a disability). Outside a built-up area, cyclists may only follow sidewalks and raised verges provided they give right of way to other road users. Both inside and outside built-up area children less than 9 years of age on a bicycle of which the wheels are not larger than 50 cm in diameter may ride on the side walk and raised verge even if there is a cycle lane. They may, however, not endanger other road users. Only cyclists may ride side by side on a road, except when crossing is not possible. Outside a built-up area they must ride behind each other when a vehicle approaches from behind. They must also ride behind each other if a trailer is attached to the bicycle. Cyclists may follow a bus lane and special passable surface if the signs or the lane or surface is marked with a bicycle symbol. They must ride behind each other.

Cyclists are prohibited from:

- ❖ riding without holding the handlebars;
- ❖ riding with the feet off the pedals or foot rests;
- ❖ being towed;
- ❖ riding with an animal on a lead;
- ❖ riding on the road if there is a passable cycle lane, with the exception of groups of at least 15 cyclists;
- ❖ carrying persons without seats for that purpose;
- ❖ sitting side saddle or allowing their passenger to sit in this posture.

Users of a cycle lane may not cause a nuisance to each other, endanger each other, or cause dangers to other road users

Lost or Stolen Bicycles

If you have lost or had your bicycle stolen, then have a look at this website:

<http://www.gevondenfietsen.be/>

This site logs found bicycles by chassis number, type and colour. The website is only in Flemish however it is fairly easy to navigate. You can also contact them directly at the local Brussels office:

Brussels depot for found bicycles

Leuvensesteenweg 659

1030 Brussels

Tel 02/2199269

E-mail: depot@cyclo.org

Permanence Mon-Fri 14h-18h



16.9 – Public Transportation

Belgian Rail (NMBS/SNCB)

The Belgian rail company NMBS/SNCB runs throughout the country and into a few of the surrounding countries. The three main stations in Brussels are:

- ❖ Brussels North (Gare du Nord/Noordstation)
- ❖ Brussels Central (Gare Central/Centraalstation)
- ❖ Brussels South (Gare du Midi/Zuidstation)

NOTE: All international trains depart from Brussels South (Gare du Midi/Zuidstation).

For more information regarding various lines, passes, and fares, visit the following website:

<https://www.belgianrail.be/en>

International Trains

There are four main train lines offering international high-speed service. They are:

Eurostar
Thalys
ICE
TGV

More information about travel and booking with these lines is available at the following website:

<https://www.belgiantrain.be/en>

Chapter 17 – Medical & Dental

17.1 – Medical Facilities

There are a number of options available for medical and dental needs. Like Canada, Belgian medical clinics operate with appointments, although doctors will make house calls outside of working hours or in the case of an emergency.

In addition to the Belgian medical system, there is also the U.S. NATO Health Clinic. The Canadian doctor does visit the U.S. clinic in Brussels once or twice a month. To make an appointment, contact the medical assistant at SHAPE (see below). The U.S. NATO Health Clinic also has its own pharmacy.

Note that members *must* register and provide insurance information during their first visit to the U.S. NATO Health Clinic. This registration *must* be updated annually.

US NATO Health Clinic
John F. Kennedylaan 12
1933 Sterrebeek
Tel: +32 (0)2 686 1515

The SHAPE Health Facility is an American facility that offers medical and dental services to Canadians. If you are in need of a specialist, the doctor at SHAPE will book an appointment for you. Specialist appointments will be scheduled with someone in Brussels. Both a Canadian doctor and dentist work at SHAPE:

SHAPE Health Facility
Building 401
Avenue de Berlin
Mons, Belgium
7010
Tel: +32 (0)6 544 5959

Unless there is an emergency, CAF members are required to use the US NATO Health Clinic, or to visit the doctor at SHAPE. Dependents may use either, or visit a local medical facility. Medical services for your dependents can be claimed through PSHCP.

17.2 – Emergencies

If the situation only requires a visit to the doctor, the following options are recommended:

- ❖ During regular working hours call/visit the US NATO Health Clinic (Tel: +32 (0)2 686 1515).
- ❖ Outside regular working hours call a local physician. If you do not know any, contact Medecin de Garde. They will ask a doctor to visit your residence at any time of the day for a fee of approximately €50. For more information, visit the following website:
<http://www.brussels.be/artdet.cfm?id=4212&>

If the emergency requires immediate attention, the following options are recommended:

- ❖ The US NATO Health Clinic
- ❖ The nearest hospital emergency ward

If the emergency requires immediate in-site treatment, dial **112**, which is the Belgian equivalent of 911.

Overnight Accompaniment. Most university hospitals will allow a parent to stay overnight with a sick child, although this practice varies with private hospitals.

**When visiting a local doctor, having an X-ray, or undergoing any procedure that requires undressing, it is suggested that you take a large t-shirt or gown with you. Belgian doctors and laboratories do not provide gowns/sheets for patients.*

SOS Medecins Brussels – 24/7 365 days/year a Doctor can come to your home: www.sosmedecins.be

17.3 – Medical Records

If you choose to use the Canadian medical clinic associated with the USAG your family medical records/copies should be brought to the Canadian medical Clinic. Medical records are stored there under the member's name, including dependents that have different surnames. When you ask for the record remember to provide the clerk with the following information:

- ❖ Proof of Canadian citizenship
- ❖ Your surname (dependent's use the member's surname)
- ❖ The last four digits of the member's service number

17.4 – Dental Services

You will find a CAF dentist at the SHAPE Health Facility. These services *must* be used by members. The dentist visits the US NATO Health Clinic a few times a month, and a list of these visits is regularly distributed. All appointments must be booked through the dental assistant at SHAPE.

Dental expenses for family members are to be submitted through Great West Life with the appropriate claim form. If the treatment of dependents/eligible DND civilians involves civilian dental lab expenses, they are responsible for the costs. Additionally, if dependents/civilians wish to use a Belgian dentist, they will have to pay for their services and then claim reimbursement.

17.5 – Eye Care

Military members and their family members in need of eye examinations may book an appointment with the American forces optometrist at SHAPE. They can book the appointment through the Canadian medical assistant.

Because glasses can be quite expensive in Europe, CAF members are entitled to bring 3 pairs with them from Canada. A dependent's prescription can be filled at any local eyeglass shop, or at an AAFES concession. Further information is available from the Canadian medical clinic at SHAPE.

17.6 – Family Medical Expenses

- a. Advances. An advance of no less than €200 may be issued to pay for health care expenses that are eligible for reimbursement under the PSHCP or previous provincial medical plans. Advances for dental care are also available when the expenses are €200 or more.
- b. Family Members in Canada. Family members remaining in Canada are required to retain provincial health insurance. For more information visit the Admin Clerks.

7.7 – Prescriptions

It is recommended that you and your family bring at least three months' worth of any prescribed medications, so that there is time for you to settle and not worry about running out.

When you receive a prescription from a Belgian doctor, you may use any of the local pharmacies to fill it. It may also sometimes be possible to have the Canadian doctor rewrite the prescription so that it can be obtained from the US NATO Health Clinic.

- a. Pharmacies. Belgian pharmacies can be identified by the green crosses hung outside the locations. While open during the week, on Saturdays they are open from 08h30 – 12h00. However, on weekends, holidays, and after hours there is always a duty pharmacy available for urgent needs. These pharmacies are known as *Pharmacie de Garde*, and can be found with the following information:

www.pharmacie.be

Tel: +32 (0)9 039 90 00



Chapter 18– Education

18.1 – Host Language Training

Speak with the MFS regarding a one-time entitlement for host-nation language training as well as access to a free Rosetta Stone online language course. Below are options for language schools in the area, prices vary widely so do your research.

Alliance Francaise

Avenue des Arts 46
1000 Brussels
Belgium
Tel: +32 (0)2 788 2160
Email: info@alliancefr.be
<http://www.alliancefr.be/en/>

Amira Language School

14-16 rue de Trone
1000 Brussels
Belgium
Tel: +32 (0)2 640 6850
Email: info@amira.be
<http://www.amira.be/>

Berlitz

Avenue Louise 65
1050 Brussels
Tel: +32 (0)2 649 6175
<http://www.berlitz.be/en/brussels/>

Institut Auderghemois De Promotion Sociale (IAPS)

Waversesteenweg 1649
1160 Oudergem
Belgium
Tel: +32 (0)2 673 09 25
<http://www.iaps.be/>

Vrije Universiteit Brussels (VUB)

Pleinlann 2
1050 Brussels
Belgium
Tel: +32 (0) 2 614 81 01
<https://my.vub.ac.be/en/acto>

NATO Language Classes

NATO HQ
Blvd Leopold III
1110 Brussels
Belgium
Tel: +32 (0)2 347 4411

Chapter 19 – Employment

19.1 – Spouses

If you are living in Brussels under a Red or Green Passport you **may** be entitled to work on the Belgian economy (Belgian Businesses) under a Work Permit. The following steps must be taken:

- ❖ Employee AND Spouse **must have obtained their** Belgian ID Cards
- ❖ **Once** you have your ID Cards, contact the Embassy (The MFS team can provide you with the email address of the contact person). Global Affairs Canada will then send a letter of your intent to work to the Belgian Ministry of Foreign Affairs (Protocol Section) on your behalf.
- ❖ More information on work permits can be found here: <https://economie-emploi.brussels/permis-unique-permis-travail>

19.2 – Adult Employability Program

If you have been out of the workforce for some time and are looking to brush up on your skills during your OUTCAN posting, then you may wish to take advantage some of the programs available to you through MFS Europe.

The Adult Employability Program (AEP) provides five online training sessions for spouses looking to further develop their job application skills to successfully enter the labour market.

Through 5 monthly online training sessions the AEP will focus on the following:

- ❖ Defining your strengths and your experience
- ❖ Tips for a successful job search
- ❖ Understanding the recruitment process
- ❖ Writing a great resume
- ❖ New trends in cover letters
- ❖ Improving interview skills



For additional information please speak with the MFS for contact information for the Education, Training and Employment Coordinator.

Chapter 20 – Babies & Children

20.1 – Having a baby in Belgium

Below is a compiled list of websites to help you navigate having a baby in Belgium. It is recommended that you make an appointment at USAG NATO Health Clinic with one of the Canadian Doctors to discuss your options and treatment plan. See section 15.1, above for contact information.

Community Help Services is a non-profit organisation for English speaking expatriates in Belgium.
www.chsbelgium.org (EN) T:02 647 67 80

Famidoo is similar to Community Help Services but the information is provided in French and Flemish.
www.famidoo.be (FR/NL)

Midwives Bolle Buik <https://www.bollebuik.be/index.php>
Tiensesteenweg, 77-3000 Leuven
T: 04/88 26 69 87

Vlaamse Organisatie van Vroedevrouwen
(VLOV) www.vlov.be (EN/NL)
www.sage-femme.be (FR)

La Leche League (Breast feeding assistance)
www.lllbelgique.org (FR/EN/NL) 02/268 85 80
www.llli.org (EN)

Centre Mieux Etre-Mieux Naitre
Rue Champs du Roi, 104-1040 Etterbeek
T:02/736 36 18

Office de la Naissance et de L'Enfance (O.N.E.)
Brussels coordination office
www.one.be (FR)



20.2 – Playgroups

The Brussels Childbirth Trust

The BCT is English speaking and has local groups who meet regularly for coffee, talks etc. it is a great group for mums with toddlers and babies:

Chaussee De Malines 77
1970 Wezembeek-Oppem
<https://bctbelgium.org/>

Little Sprouts Playgroup (drop-off bilingual French & English 15 months – 3 years)

Rue Alphonse Asselbergs 51
1180 Uccle
Telephone: 0496 87 43 49 Email: info@littlesprouts.be

The Village - Pregnancy, birth and beyond

Playgroups, Parent and Tot, Yoga with Baby, Baby swimming, story-telling
See Website for locations
<https://www.thevillage.be/>

20.3 – Childcare & Babysitting

For private babysitters during daytime hours, check with your *Maison Communale* for a list, or contact the MSFE-Brussels, for a list of teenage babysitters: mfse.brussels@cfmws.com

If your children attend The British School of Brussels or The International School of Brussels they both provide a list, organized by commune, of students eligible to babysit.

British School of Brussels.
<https://www.britishschool.be/fr/>
Email : admissions@britishschool.be.

USAG

Little Sprouts Playgroup (bilingual English and French daycare 15 months to 3 years)
<https://littlesprouts.be/>

AC Montessori Kids

<https://www.montessorikids.be/index.php/fr/>
Route de Renipont,4-1380 Lasne
T:02 633 66 52

Au pair/Baby sitter services

[Yoopies](#)
www.nordicnannies.com
www.newaupair.com

Ligue des familles

www.liguedesfamilles.be
French association offering a data base of trained babysitters as well as other family service

Chapter 21 – Recreation & Leisure

21.1 – NATO Facilities

All NATO civilian and military staff members qualify for membership at the NATO Staff Centre, as well as their dependents. Memberships are obtained at the NATO Staff Centre. There is an annual membership fee for the NATO Sport Centre, which is not reimbursable. Pictures are necessary for the creation of ID cards for those who wish to use the facilities.

Facilities available include a swimming pool, sports hall, squash courts, gym, tennis courts, football pitches. Swimming classes are available for children; see www.nato-marlins.com.

The Staff Centre also houses a bar, reasonably priced restaurant with a children's play area near the restaurant. There is a child care facility called the Colonies, taking children of working parents from 3-12 years of age during the school holidays. The reception desk at the staff centre can supply all of the necessary information. You can contact them at:

Tel: +32 (0)2 707 4604
Email: info@hq.nqto.int

21.2 – U.S. Facilities

The U.S. Military authorities allow DND/CAF personnel posted in Brussels access to some of their facilities in Belgium. This is a privilege, and as such it is asked that you do not abuse the privileges granted to us and respect the conditions set by the U.S. facilities.

- a. USAG Det. The USAG has a wide variety of sports programs available. There are team sports, as well as individual. Various fitness classes are offered, and training is also provided at the USAG facility. Access to the USAG facilities is provided with no cost to active duty members.

The USAG also provides various other amenities, such as groceries, a barber shop, travel agency, etc.

USAG Det
Europalaan 54
1932 St-Stevens Woluwe
Belgium

- b. Chièvres. There is a U.S. Forces Exchange and Commissary located at the Chièvres Air Base. In addition to the Commissary, there is a retail store, liquor store, a bank, and more.

USAG Chièvres
Chaussee de Mons
7940 Brugelette
Belgium

- c. Brussels Sports Association

The Brussels Sports Association is a non-profit group organized by parents and interested adults. Volunteer coaches, referees, umpires, and more are always needed. More information can be found at the following:

Brussels Sports Association
Ave Napoléon 16
1180 Uccle
Belgium
Tel: +32 (0)2 375 2722
<http://www.bsasports.org>

21.3 – Recreation Centers

Castle Club

The Castle Club offers children's swimming lessons to the public & it has tennis and gym facilities.
Houtsniplaan 16 Avenue de la Becasse
1970 Wezembeek-Oppem
02/731 6820 www.sports-valley.be

Clarks Gym

Lindeboomstraat 31
3080 Tervuren – 02/767 3899

21.4 – Swimming Facilities

Several facilities offer lessons. Note that only proper trunks, not shorts are allowed. If you don't have the right equipment you may be able to buy it there. The websites will provide information about prices and schedules.

Overijse Pool T'Begijntjesbad

Begijntjesbad
Begijnhofflein z/n
3090 Overijse – 02/686 9020
<https://www.overijse.be/begijntjesbad>



Sportcity in Woluwe-St-Pierre

Avenue Salomelaan 2
1150 Woluwe St Pierre - 02 773 1820
www.sportcity-woluwe.be
<https://www.woluwe1150.be/culture-et-loisirs/sports/sport-city/>

Leuven (A great swimming pool with slides, hot tubs and pools for babies and toddlers)

Sportoase
Philipssite 6
3001 Leuven- 016 740 740
www.sportoase.be

Tervuren Pool

Paardenmarktstraat 1
3080 Tervuren
02 305 6048

Zaventem

De Motte. Gerneentelijk Park
1930 Zaventem
Tel.: 02/725 9696

Triton

Ave. Des Anciens Combattants 260A
1140 Evere
Tel. : 02/247 6320

Neptune

Ave. de la Croix Rouge 27
1420 Braine l'Alleud
Tel.: 02/384 1741

Calypso

Avenue Leopold Wiener 60
1170 Watermael-Boitsfort
Tel.: 02/675 4899

Naussica

Rue Theophilus Delbar 1
1410 Waterloo
Tel.: 02/354 1270

21.5 – Hockey Facilities

There are very few options for playing ice hockey in the Brussels area:

The Chiefs Club (Ice Rink Leuven)

Ondernemingenweg 1
3001 Heverlee
Leuven

Team Manager: chiefs@ihcl.be

<https://chiefsleuven.be/home-eng/>

Coldplay Sharks (Ice Skating Center Mechelen (ISCM))

Spuibeekstraat 1
2800 Mechelen

<http://coldplaysharks.be/> T: 015 291 991

21.6 – Child-Friendly Parks & Cafes

Café Poussette - haricot magique

Avenue Louis Bertrand 22, 1030 (Schaerbeek)

A coffee shop made for parents and children; activities and toys provided.

<http://www.haricotmagique.be/cafe-poussette/>

Cook and Book

Several locations in the Brussels area, see: www.cookandbook.be. There is one in close proximity to Woluwe Shopping Center at Place du Temps Libre 1, 1200 Woluwe-Saint-Lambert.

Parc Malou (Woluwe-Saint-Lambert)

The park is opposite Stade Fallon in Woluwe-Saint-Lambert and close to Woluwe Shopping Center. It has several new play structures for children and a café that serves drinks and ice-cream. In close proximity is Chateau Malou, which has a green area and a lake.

Parc Georges Henri (Woluwe-Saint-Lambert)

The park is located along Avenue Georges Henri. It offers beautiful green space, a basketball court, skateboarding and a big sand park for children with great climbing structures.

Abbaye Rouge Cloître park (Auderghem)

This is a beautiful park situated by an old monastery in the Sonian forrest. It has two play grounds, walking paths, several lakes and animals. It is also the home of an Art Centre that includes a café. You can access the park from Chaussée de Tervuren. Follow signs and park by the Art Centre at the bottom of the hill.

Kessel-Lo Park (Gemeenteplein 5, Kessel-Lo)

The provincial park area is ideal for picnics. It hosts a large playground for all ages, walking paths and several lakes, animals, and an outdoor pool and café. Entrance to the park is free.

Domaine du bois des rêves (Allée du Bois des Rêves 1, 1340)

This property has a large enclosed area with several parks appropriate for all ages. You will also find an outdoor pool which is open from May to September as well as ponds, paths and a restaurant.

21.7 – Play & Party Venues

Planet Kids

Grote Geetstraat 10

1933 Sterrebeek

02 784 2826

www.placeto.1030.be/tool/public

Indoor play with climbing area etc. Drinks and snacks are available. Register upon entry and pay as you leave. They also cater to birthday parties.

Kids Factory

Waterloo

Chausée de Bruxelles 63

1410 Waterloo

02 351 2345

www.kidsfactory.be

Large indoor play area with separate toddler area and café.

Flying Kids

Rue Provinciale 281A
1301 Bierges
Wavre
T: 010/401 202
www.flyingkids.be

Stardust Park

Avenue du Globe 36
1190 Forest
T : 02/306.53.69
<http://www.stardustpark.be>

Little Gym

Wezembeek-Oppem
https://wezembeek.thelittlegym.eu/?_ga=2.88979867.1272630631.1519242121-1477724178.1519242121
wezembeek@thelittlegym.be
02/ 782 23 33

The website above has an English version and will let you pick the area of your choice. They do parties, and speak English.

Ferme de la Hulotte

Chausée de Bruxelles 400 1300 Wavre
01 024 8005
www.fermedelahulotte.be

Get Air

Avenue Jules Bordet 1
1140 Bruxelles
Indoor trampoline park. Drinks and snacks available. Cater to birthday parties or drop in. Waiver form required online or at location.
<https://getairsports.com/brussels/>

Chapter 22 – Pets

22.1 – Veterinarians

Like most family physicians, you will find veterinarians often work out of an office space in their home, and a Google search for veterinarians in your neighbourhood will likely turn up various options. Veterinarian fees are less expensive in Belgium than in Canada, however it is common that you will be sent to the pharmacy for any required prescriptions.

M. Snijders

19-21 Steenbergstraat
Hoeilaart 02/657.3658

Dr. Thas

154 Mechelsesteenweg
Steebeek 02/731.7383

Dr. Simons

4 Avenue Dezangre
Kraainem 02/721.3705

Dr. Catherine Maricq

Avenue Des Sorbier 8
Kraainem 02/720.5770

Drs Henri, Carpet et Lebrun

Avenue du Chant d’Oiseau 52
1150 Woluwe Saint-Pierre
www.cabinetveterinairehcl.be/



U.S. Military Veterinarian

Chièvres
Tel: +32 (0)6 827 5435

22.2 – Boarding Kennels

Pento Animal Boarding (closed Sunday & Tuesday)

Nijelsebaan 250
B-3090 Overijse
Tel: +32 (0)2/687 51 31

Becky’s Cattery and Kennels (will pick up and drop off your pet)

Old Farm
Andstraat 132
3130 Begijnendijk
Tel: +32 (0)1 653 4727

U.S. Military Boarding

Chièvres
Tel: +32 (0)6 827 5436

La Maison du Chien

Chaussee de Charleroi 74
1380 Pancenoit
Tel: +32 (0)2 387 1157

Nos Petits Amis (cat boarding)

Rue Lambert Vandervelde 52
1170 Watermael-Boitsfort
0473 321 599 (ask for Nadine Engler)
www.nospetitsamis.be

Pawshake

<https://en.pawshake.be/>

22.3 – Pet Supplies

Somers

Rue de l’Eglise
1950 Kraainem

Tom & Co

Chain store

22.4 – Lost, Found & Adoption

For lost animals, report to your local police station or contact the following (for adoptions as well):

Croix Bleue de Belgique

Rue de la Soirie 170
1190 Brussels
Tel: +32 (0)2 376 3260

Help Animals

Rue Bollinck 203
1070 Brussels
Tel: +32 (0)2 523 4416
Tel: +32 (0)2 523 1004

Info Animaux

Chaussee d’Ixelles 236
1050 Ixelles
Tel: +32 (0)2 647 7196

Animaux Sans Frontiere (Ambulance Service)

Rue de la Meuse 42
1210 Brussels
Tel: +32 (0)2 427 4274

Chapter 23 – Personal Security

23.1 – Absences and break-ins

When leaving your home for any length of time (whether it be a few days or a few weeks), make sure all doors and windows are locked (especially patio doors), and that, if you have them, your shutters are closed. You should also let your landlord know when you will be away, in the event that something does happen.

23.2 – Car theft

Never leave your car unlocked, even in your own driveway. Police also advise not to leave valuables or visible packages in a parked vehicle. Do not drive with purses or briefcases on the passenger or rear seats. These items should be placed on the floor or in the trunk.

23.3 – Pickpocketing

When out in public, keep in mind the threat of pickpockets. Busy areas such as train/metro stations and markets are common targets. Keep all bags closed when out in public, and do not carry valuables in your coat pockets.

23.4 – Police

If there is a break-in or other crime-related emergency, call the police number **101**. Should you have any questions regarding your personal or household security, contact the Military Policeman at the Embassy at: +32 (0)2 741 0701.

23.5 – Fire

In the event of a fire, call **100** or **112**. If the nature of the emergency leaves you unable to articulate your location, leave the phone off the hook so that they find your location and send emergency services.

23.6 – Belgian ID Cards

Every family member over the age of 12 must carry some form of ID at all times. The police do have the right to stop you and request to see your ID at any time. CAF personnel under the SOFA will receive only a SHAPE ID card (by applying to their P&I Office). Their families will also receive their respective ID cards through their respective P&I office.

Members working in the delegation and their families will obtain their cards through the Delegation Office Manager.

23.7 – NATO ID Cards

Those working at NATO HQ will receive a standard NATO ID (a car pass will also be issued for those who need one). The pass is used to let you and/or your car into HQ, where you must wear the badge visibly at all times.

Your spouse will receive a family ID card, which allows them and the car through the main gate, but limits them to non-secure areas (such as the cafeteria/banking/shopping area and the Staff Centre). Spouses will need to be signed in and escorted through the secure area, as NATO HQ has an

access/security system that relies on specially programmed cards and readers at certain doors throughout the building.

Chapter 24 – Religious Services

Saint Anthony's Parish

Oudstrijderslaan, 23-25
1950 Kraainem 02 720 19 70

All Lutheran Church of Brussels:

Avenue Salomelaan 7,
1150 Brussels 0487 45 85 99

Brussels American Chapel:

NATO Support Activity (USAG),
Chaussée de Louvain 13,
1932 St. Stevens Woluwe 02 717 96 77

Christian Centre:

Chaussée de Waterloo 47,
1640 Rhode-St.-Genese 02 358 18 71
www.christiancenter.be

Church of St. Jacques sur Coudenberg (RC):

Place Royale,
Borgendaalgang 1
1000 Bruxelles 02 502 18 25

Cornerstone International Church:

Frans Verbeekstraat 181D,
3090 Overijse 02 304 34 66

First Church of Christ, Scientist:

Rue Montoyer 35,

1000 Bruxelles 02 647 64 56

Great Synagogue of Brussels:

Rue de la Régence 32,
1000 Bruxelles 02 512 43 34

Great Mosque of Brussels

Rue du Cinquantenaire 14
1000 Brussels 02 735 21 73

Holy Trinity Brussels (Anglican):

Rue Capitaine Crespel 29
1050 Bruxelles 02 511 10 28

International Baptist Church

Lange Eikstraat 76-78
1970 Wezembeek-Oppeem 02 731 99 00

International Jewish Center:

149/24 Avenue Louise
1050 Bruxelles 047 728 16 78
www.ijc.be

International Protestant Church:

Ave des Heroes, 40
1160 Auderghem
www.ipcbrussels.org

Our Lady of Mercy Catholic Parish

(English Speaking)
Place de la Ste. Alliance 10
1180 Bruxelles 02 354 53 43

St. Paul's Tervuren (Anglican)

Hoornzeelstraat 24, 3080 Tervuren
02 767 34 35

Synagogue Beth Hillel

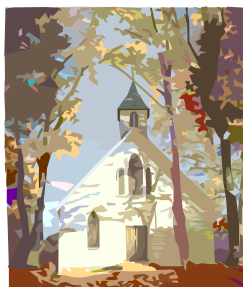
Rue des Primeurs 80

1190 Bruxelles 02 332 25 28

St. Andrew's Church of Scotland

Chaussée de Vleurgat 181
1050 Bruxelles 02 672 40 56

**This list is to be used as a reference, the MFSE takes no responsibility for any dissatisfaction a member may have with the following organizations. Some on this list provide regular services in French with certain times being in English.*



Chapter 25 – Miscellaneous

25.1 – Tipping in Belgium

In Belgium, it is not customary to add a gratuity or tip on top of the charge for item or service. It is common to round up to the nearest Euro. Of course, if the service is exceptional and you would like to leave a gratuity, it is recommended not to exceed 10%.

25.2 – Customs Receipts

You will need receipts for customs upon your return to Canada, for travel to other countries, and for insurance. Start a receipt folder upon your arrival in Belgium for an easier return to Canada.

25.3 – Tax Returns

The Income Tax form used by CAF personnel outside Canada is different from the regular one. For more information, please visit the Canada Customs and Revenue Agency website:

www.cra-arc.gc.ca

- a. Tax-free Purchases (Belgium and EU). Personnel under the SOFA may shop tax-free at the GB store at SHAPE. All personnel are eligible for VAT rebates on certain purchases in accordance with the requirements set by the Belgian Government. Similar privileges and conditions may apply to other EU countries. Details for VAT reimbursement will be provided by the Admin Section or the P&I Office for IMS members.

25.4 – Useful Phone Numbers & Websites

Family Information Line

00 800 77 11 77 22 (Toll Free Europe)

The Family Information Line (FIL) is a toll-free bilingual telephone service for CAF members and their families, intended to provide timely and accurate information as well as reassurance, support and referrals to other resources needed.

The FIL counsellors are experienced, caring professionals familiar with Canadian Forces policies and operating procedures. This line is open 24/7.

Police	101
Ambulance and Firefighters	100 or 112
Emergency in Europe	112
Poison Control	+32 (0)7 024 5245
St Luc Hospital	+32 (0)2 764 1611
Local Duty Doctor	+32 (0)2 479 1818
Local Duty Dentist	+32 (0)2 426 1026
Local Duty Vet	+32 (0)2 479 9990
Canadian Delegation Duty Officer	+32 (0)4 765 85 877
Embassy of Canada to Belgium	+32 (0)2 741 0611
MFSE Brussels	+32 (0)2 767 7461
Member Assistance Program	+80 (0)2 687 7088
Community Counselling Services	+32 (0)2 647 6780
Help Line	+32 (0)2 648 4014 (French: 107)
Social Worker	+49 24 5199 3405 (GK)

AJAG – E	+49 24 5171 7165 (GK)
Military Financial Counsellor	+49 24 5171 7121 (GK)
Mission Information Line	+80 (0)8 66 4546

For more emergency services, see [Annex E](#).

Travel Sites

<https://www.neckermann.be>Neckermann (French and Flemish)
www.pettravel.comTraveling with Pets
www.virtualtourist.com.....Travel guides, hotel reviews, forums (EN)

Expatriate Sites (Information on living in Belgium including news headlines)

www.expatica.com/be
www.ccbcanada.beThe Canadian Club of Belgium
www.brussels-expats.be.....Information on living in Belgium

Health and Wellness

<http://www.louise-medicalcenter.be/>Health Centre for Women
[Delta Hospital](#)
[St Luc’s Hospital](#)

Moving/Tax Regulations

www.cbsa-asfc.gc.caCanada Customs
www.cra-arc.gc.ca/Revenue Canada
www.inspection.gc.caCanadian Food Inspection Agency

News

www.flandersnews.be/cmLocal (EN/FR/NL/DE)
<http://www.rtl.be/>Local (FR)
www.cbc.ca/newsCanadian (EN)
<http://www.radio-canada.ca/>.....Canadian (EN)

Publications

www.thebulletin.beThe Bulletin – A monthly magazine
<http://www.flanderstoday.eu/>Flanders today – A weekly newspaper

Recreation, Sports & Leisure

www.adeps.beDirection générale du sport, organizes walks and other sport activities for families (FR)
<https://www.aspria.com/en>Spa attached to Health Centre (gym)
www.centreparc.comCentre Parcs – Holiday villages throughout Europe & the UK, 90% Natural Environment
www.viewfinders.be.....English speaking Photography Club

Arts, Music and Culture

www.sportpaleis.beConcerts in Antwerpen
www.flagey.beCultural Arts and Performance Centre for Music and Film

www.happysherpatravel.comLeisure Guide & Online Tickets

Movie Theatres and Restaurants

www.kinapolis.be

www.cinebel.beInfo about movie programs (Fr & NL only)

www.resto.beBelgian Restaurants Guide

Translators

<https://translate.google.com/?hl=en>

<https://www.babelfish.com/>

ANNEX A – Communes

1. Woluwe-Saint-Pierre (Postal code 1150) (a number of Canadian families live here)

This commune is quite large (<http://goo.gl/maps/YPrrr>). It starts near the Montgomery circle and includes the Quartier Chant d’Oiseau (North of Tervuren) and goes up to Stockel (a more suburban area). This is one of the greenest areas of Brussels with the magnificent Parc de la Woluwe. It is an upper-class residential area very well connected to the centre of Brussels, by car or by public transportation. It is often a preferred location for those employed in the European institutions for its proximity to work and for affordable housing. Residents of this Commune can obtain a resident parking permit to park on the streets. For more information on this commune, please check: www.woluwe1150.be

2. Woluwe-Saint-Lambert (Postal code 1200) (A number of Canadian families live here)

This is a family-oriented neighbourhood (<http://goo.gl/maps/60cRu>) where we find the very dynamic Wolubis Cultural and Leisure Center along with some pleasant parks (such as Parc Georges Henri). The large University hospital (Clinique universitaire St-Luc) is located in this area as well as the modern Woluwe Shopping Center. It is very well connected to the Centre of Brussels with easy access to transportation. Commune Website: www.woluwe1200.be

3. Etterbeek (Postal code 1040)

This area is best known for the area near Parc du Cinquantenaire (<http://goo.gl/maps/WPzSt>). Etterbeek is filled with attractive streets with early 20th Century townhouses. It is a central, dynamic, mostly residential area, home to many of the European institutions, and has good public transport facilities. For more information on this Commune, please check: <http://www.etterbeek.be/>

4. Kraainem (Postal code 1950) (A number of Canadian families live here)

Kraainem is a favourite location for the NATO community due to its easy access to NATO’s compound, as well as for those looking for the advantages of suburban living (houses, gardens, tranquillity, supermarkets and stores etc.) (<http://goo.gl/maps/90MMH>). Although there is only one Metro station (Kraainem), the bus system is enough developed to facilitate mobility if you are willing to walk a bit more than in other neighbourhoods. For more information on this commune, please check: <http://www.kraainem.be/>

5. Auderghem (Postal code 1160)

It is a very green area located between Woluwe-Saint-Pierre and Watermael-Boitsfort (<https://goo.gl/maps/ns4rcBPQDanUWNqF9>). Auderghem is at the end of one of the Metro lines (Hermann-Debroux). It is a nice and quiet residential area which is very popular with families whose children attend the International School of Brussels. For more information on this commune, please check: <http://www.auderghem.be/>

6. Ixelles (Postal code 1050) (A Canadian family lives here)

This central municipality includes Porte de Namur and has a lot of character and style (<http://goo.gl/maps/fZewB>). It is a very popular neighbourhood for many expatriates. The distinct areas are: the trendy Place du Châtelain with its café culture, the leafy ponds, and an abbey area, leading down to Bois de la Cambre; the busy Chaussée d'Ixelles with the African quarter Matongé; and the area around the Cemetery with bars and student life. Avenue Louise runs through this area with its upscale shops and restaurants. Housing is townhouse style with interesting features, for which the rent may be higher. In terms of public transportation, there is no Metro station, but the tram system makes it easy to travel. For security and comfort reasons, we recommend that you avoid renting an accommodation in the Matongé area. Although it is quite nice to walk and shop on its busy streets during the day, petty theft is prevalent. It is also quite noisy during the day. For more information on this commune, please check: <http://www.elsene.irisnet.be/>

7. Tervuren (Postal code 3080) (A couple Canadian families live here)

It is a commune located in the province of Flemish Brabant (<http://goo.gl/maps/sWTC0>). The official language of Tervuren is Dutch. It has a diverse mix of nationalities because of the large number of expats. The British School of Brussels is located in this area. The Royal Museum for Central Africa is surrounded by a beautiful park and is definitely worth visiting. It is located close to the "Forêt de Soignes". The tram 44 runs between Tervuren and Brussels (Montgomery neighbourhood) and is the most scenic tram ride of the entire city. This tram connects to Metro line 1 at Montgomery (a 25 min tram ride). The British School is a 10 minute walk from the tram 44 terminal at Tervuren. Local buses are available within Tervuren but they may not be as frequent as those in Brussels. There is, however, a park and ride area at the tram 44 terminal. Tervuren is about 14 km from the centre of Brussels. Commune Website: www.tervuren.be

8. Wezembeek-Oppem (Postal code 1970)

Wezembeek-Oppem is a commune in the province of Flemish Brabant, about 10 km east of the centre of Brussels (<http://goo.gl/maps/9Y8Yq>). Many expats live in this commune. There are several

ways to travel to Brussels by public transportation - tram and bus being the common modes. For more information on this commune, please check: <https://www.wezembeek-oppem.be/>

9. Watermael-Boitsfort (Postal code 1170)

This is a green commune with a series of village-like squares (<http://goo.gl/maps/HVlIP>) and is home to the International School of Brussels (ISB). Homes are mostly comfortably suburban, with plenty of 1950's housing punctuated with 19th century villas. There are good transportation links (trains and tram 94, no Metro). For more information on this commune, please check: <http://www.watermael-boitsfort.be/>

10. Uccle (Postal code 1180)

Uccle is a beautiful and calm commune with huge houses and upscale apartment blocks (<http://goo.gl/maps/3Q7F4>). As a popular area for expat families, it is well located for shops, the French Lycée, and the European School. It is probably Brussels' greenest commune with the Forest of Soignes and the beautiful villas surrounded by large gardens and trees along the streets. There is no easy access to public transportation. By train, one can reach the Embassy/Mission to the EU (in less than 15 minutes) and the NATO compound (in less than 30 minutes by train plus a 15 minutes' walk). For more information on this commune, please check: <http://www.uccle.be/>

11. Saint-Gilles (Postal code 1060)

This is a favourite neighbourhood among expats who like to live as locals (<http://goo.gl/maps/sNcGV>). From the top end, with its "art nouveau" houses, down to the earthy Gare du Midi, it's packed with quirky restaurants, shops, and a buzzing nightlife. It is one of Brussels' most dynamic areas. The heart of Saint-Gilles lies in its central area around the Parvis de Saint-Gilles, where artists, intellectuals, and enthusiasts of all kinds meet. It is a culturally active neighbourhood.

You should be aware though that petty theft is common in the areas of Parvis de Saint-Gilles and **Gare du Midi**. Traffic jams can be also quite intense in that part of the city. For more information on this commune, please check: <http://www.stgilles.irisnet.be/fr/>

12. City of Brussels (Postal code 1000)

The City of Brussels commune is located in the center of Brussels and includes multiple districts (<http://goo.gl/maps/Thzdg>). For more information on all these territories, please check the websites: https://fr.wikipedia.org/wiki/Ville_de_Bruxelles and www.brucity.be

The Pentagon (by shape) is the area surrounding the historic city centre. If living in the thick of it all is irresistible, this is the place for you. In recent years, previously run-down parts have become attractive to young professionals, with major renovations and industrial spaces coming up for rent or for sale. The much sought-after areas are St. Géry, Ste Catherine, and the areas around la rue Antoine Dansaert leading to the canal. The Sablon and the Louise are luxurious residential areas. The streets around the main boulevard leading down to Gare du Midi/Zuid are upcoming, with many old townhouses ripe for development and still well-priced. Renting an accommodation with a parking spot may be an issue.

Please note that le **Quartier Européen** (Schuman Metro station) is often affected by traffic and occasional demonstrations near the EU buildings. **Tour & Taxis**, in the heart of Brussels, should also be avoided. This area is still developing with several new housing projects and has a higher rate of petty crimes. Commune Website: www.brucity.be

13. Sterrebeek (Postal code 1933) (A Canadian family lives here)

Sterrebeek is a town in the commune of Zaventem and a suburb on the east-northeast side of Brussels(<https://www.google.ca/maps/place/1933+Zaventem/@50.8501626,4.4334375,13.17z/data=!4m5!3m4!1s0x47c3dc1b3b460b85:0xd7aaa37fa2b551d!8m2!3d50.8573308!4d4.5167076?hl=en>). The official language is Dutch. It is closely situated to the Ring around Brussels. Public transport to Brussels is through the bus system DE LIJN. Please note that these buses do not run as frequently as buses in the centre of Brussels. The Hippodrome, a former horse race venue, is now used for golf training. Near the old Hippodrome, you will still find small pony/horse clubs. You will also find a tennis club called Het Zeen. Commune Website: <http://www.zaventem.be/>

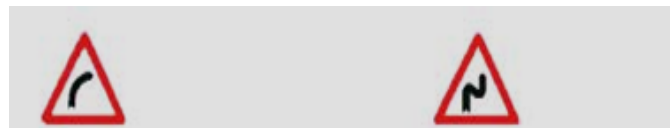
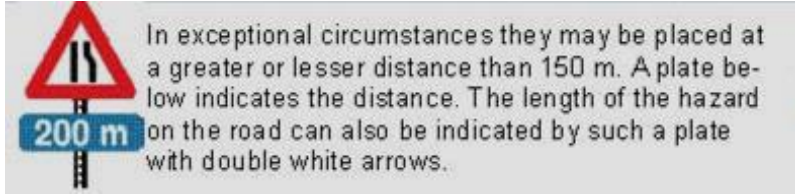
Other Neighbourhoods (Not Recommended)

As in most cities, Brussels has neighbourhoods which we would not recommend mainly for safety reasons. These neighbourhoods or parts thereof are:

- ❖ Schaerbeek (Postal code 1030). Situated close to the European institutions and NATO headquarters.
- ❖ Molenbeek (Postal code 1080).
- ❖ Anderlecht (Postal code 1070).
- ❖ Tour & Taxi (Postal code 1000).
- ❖ Gare du Midi (Postal code 1060)
- ❖ Matongé (Postal code 1050)

ANNEX B – Traffic Signs & Rules

Warning Signs: A



Right bend

Double bend



Left bend



Dangerous bend



Other dangers



Low-flying aircraft



Falling rocks



Cross-wind



Road narrows



Road narrows on the left



Road narrows on the right



Two-way traffic



Slippery Road



Uneven road



Steep hill



Tunnel



Opening bridge



Road works



Loose chippings



Level crossing with barrier



Pedestrian Crossing



Children



Wild animals

Traffic Signs Regulating Priority: B



Priority road



End of priority road



Cross roads with priority to right



Priority at the next intersection



Merging traffic from left



Merging traffic from right



Direction of priority road



Priority over oncoming vehicles



Priority to oncoming vehicles



Give way



Halt Sign

Prohibitive Order Signs: C



All vehicles prohibited



No entry for motor cars



No entry for all vehicles



No entry for all motor vehicles



No overtaking



Lorries prohibited



End of no overtaking



Cycles prohibited



No entry for pedestrians



No overtaking for lorries



End of no overtaking



Motorcycles prohibited



maximum speed limit



End of speed limit



Customs



Use of horns prohibited

No right turn

No U-turns

Signs Giving Positive Instructions: D



Roundabout direction



One-way traffic



No through road



Direction to be followed



Pass this side



One-way traffic



Impasse



Compulsory for riders



Compulsory cycle path



Minimum speed limit



End of minimum speed limit



Compulsory footpath

Traffic Signs Regulating Waiting and Parking: E



No stopping 'Clearway'



No parking / waiting



Zone where parking is prohibited between the times



No parking from the 1st up to and including the 15th of the last day of the month



No parking from the 16th up to and including the month



Alternate fortnightly parking throughout the built-up area



Parking permitted



Parking with meters



A plate showing a parking disc means the parking time is restricted, and a parking disc (or resident's card) must be displayed in the windscreen on workdays.



Parking mandatory on the roadway



Parking mandatory on the roadway



Pay parking zone with parking

Information Signs: F



Start of Motorway



End of Motorway



Subway or bridge for pedestrians



First Aid station



Hospital



Pedestrian crossing



Start of residential or play area



Advance warning of arrows on the road ahead you must choose your lane



Advance stop lines for cyclists and two-wheeled mopeds

Road Markings

There are a range of road markings, here are just a few:

Solid white line: It is prohibited for any driver to cross this solid white line; if the line separates the two flows of traffic then, you must not drive to the left of it. You should imagine this line as an invisible wall. You can cross this line if there is a non-moving obstacle on your side of the road (for example a removal-van).

Broken white line: It is prohibited for any driver to cross this broken line, unless you are going to overtake, turn left, turn round or change lanes. If you are changing lanes you must give way to the drivers already in the lane you are entering.

Double solid and broken white lines: You only have to take into account the line on your side; if you cross the broken line in order to overtake you may of course cross back over in order to regain your initial lane.

Bus lane:

On a road with an F17(a or b) traffic sign, the lane that is marked off with wide broken white lines and has the word 'BUS' on it, is reserved for:

- ❖ public transport vehicles
- ❖ school buses
- ❖ priority vehicles, on emergency call
- ❖ taxis
- ❖ vehicles turning on the next junction

Temporary markings: In order to divert traffic during road works temporary orange markings may be used: a solid orange line or orange cones placed closely to each other at regular intervals have the same meaning as a solid white line, i.e. you may not cross or drive to the left of this line.

Lines indicating a cycle lane:

That part of the public road marked off by two parallel broken white lines and of insufficient width for a car, is a cycle lane.

The stop line:

A solid white line, at right angles to the edge of the road, indicates the place where you have to stop when there are traffic lights or where there is a 'STOP' sign.

Line made up of white triangles set across the road (shark's teeth)

The shark's teeth indicate the place where drivers must stop in order to give way as required by an 'upside down triangle' sign.

When there are no signs regulating priority you have to give priority to the drivers coming from your right hand side but you have priority over the drivers coming from your left.

Translation of Road Signs

Road signs in Belgium are normally only the local language and signs can change language abruptly when traveling through Belgium. Here are some translations of the most common road traffic signs.

English	French	Flemish
Exit	Sortie	Uitrit or uitgang
Entrance _	Entrée	Toegang
Diversion _	Déviation	Wegomlegging
Motorway _	Autoroute	Verkeersweg
No entry _	Défense d'entrer	Verboden toegang
One way street _	Sens unique	Eenrichtingsverkeer
Level Crossing _	Passage à niveau	Overweg
Bus lane _	Couloir pour autobus	Busstrook
Speed restriction _	Ralentissement	Snelheidsvermindering
Roundabout _	Rondpoint	Verkeersplein
Disc parking _	Disque obligatoire	Schijf Verplicht

Useful Translations

English	Français	Flemish
Unleaded Gasoline	Essence sans Plomb	Loodvrij Benzine
Diesel	Diesel	Diesel
Gas Station	Station d'Essence	Benzinestation
Toll	Payage	Tolgeld
Parking	Parking	Parkeerplaats
Exit	Sortie	Uitrit
Entrance	Entrée	Toegang
Detour	Detour	Omleiding
Hospital	Hopital	Ziekenhuis
Police	Police	Politie
Police station	Gendarmerie	Politieburea

Belgian City Names

Most of the larger cities in Belgium have two names, one French and the other Flemish. In Wallonia (the French sector) the French name will appear before the Flemish.

<u>Flemish towns</u>	<u>French translation</u>
Aalst	Alost
Antwerpen	Anvers
Brugge	Bruges
Gent	Gand
Haan	Le Coq
Ieper	Ypres
Ixelles	Elsène
Kortrijk	Courtrai
Leuven	Louvain
Mechelen	Malines
Sint-Stevens-Woluwe	Woluwe-Saint-Etienne
<u>Walloon towns</u>	<u>Flemish translation</u>
Braine-le-Chateau	Kasteelbrakel
Comines	Komen
Namur	Namen
Mons	Bergen
Tournai	Doornik
Liège	Luik
Mouscron	Moescroen
Soignes	Zinnik
Tongeren	Tongres
Woluwe-Saint-Lambert	Sint-Lambrechts-Woluwe
Woluwe-Saint-Pierre	Sint-Peters-Woluwe
<u>Other towns that have two names!</u>	
Lille (France)	Rijksel
Aachen (Germany)	Aix-la-Chapelle

ANNEX C – Types of Stores

Grocery Stores / Épiceries

Aldi www.aldi.be

Carrefour <https://www.carrefour.eu/fr.html>

Cora <https://www.cora.be/home>

Delhaize www.delhaize.be

Colruyt <https://www.colruyt.be/fr>

Stone Manor (specializing in British food) <http://www.stonemanor.uk.com/>

Picard <http://www.picard.be> (similar to M&M Meats)

Hardware Stores

Brico www.brico.be

Malls/Outlets

Woluwe Shopping Centre

Boulevard de la Woluwe 70

1200 Woluwe-Saint-Lambert

Hours: Mon-Thurs and Sat from 10am-7pm. Fri 10am-8pm, Closed Sun

<http://www.thewshopping.be/en/>

Westland Shopping Center

Bld. Sylvain Dupuis, 433

1070 Anderlecht

Tel: 02/524.00.14

Hours: Mon-Thurs and Sat 10am.-7:30pm, Fri 10am-8pm, Closed Sun

www.westlandshopping.be

L'esplanade

Place de l'Accueil 10

1348 Louvain-la-Neuve

Tél : 010/230.121

Hours: Mon-Thurs 10am-8pm,

Fri 10am-9pm, Sat 10am-8pm

Closed Sun

www.lesplanade-shopping.be

Roermond Designer Outlet (Open Sundays – 1 ½ hrs from Brussels)

Stadsweide 2 6041 TD Roermond, Netherlands

Hours: Mon-Sun 10am-7pm.

Thurs 10am-8pm

www.designer-outlet-roermond.de

Maasmechelen Village (Designer Outlet) (1 hr from Brussels)

Maasmechelen Village

Zetellaan 100

3630 Maasmechelen

Belgium

Hours: Monday - Friday: 10 am - 6 pm

Saturday and Sunday: 10 am - 7 pm www.maasmechelenvillage.com

ANNEX D - Important Addresses

NATO

Rue de la Fusée 70,
130 Bruxelles, Belgium

Canadian Embassy

Avenue des Arts 58,
1000 Bruxelles, Belgium

Community Center – Maison Marquis

avenue des Dominicaines 15
1950, Kraainem, Belgium

British School Brussels (BSB)

Pater Dupierreuxlaan 1
3080, Tervuren, Belgium

International School of Brussels (ISB)

Kattenberg 19
1170, Watermael-Boitsfort, Belgium

United States Army Garrison (USAG) - drop off child care is available, as well as gym facilities

Eurolalaan 54
1932, St Stevens, Belgium

United States Army Garrison (USAG) - Where medical and dental services are available

JF Keennedylaan 12
1933 Sterrebeek, Belgium

United States Army Garrison (USAG) - Chievre - American PX and Commissary

Chaussee de Mons
7940 Brugelette, Belgium
HOWEVER you must use the road of rue du Septieme Wing, to access the base.

Brussels Airport - Zaventem

Leopoldlaan, 1930 Zaventem

MFS contact:






mfse.brussels@cfmws.com





tel :0 20 210 9297

Annex E – Emergency Services

These telephone numbers are to be used in case of emergency.

The calls to emergency services 100 - 101 - 103 - 107 - 110 - 112 are **free**. This is also the case when calling the numbers beginning with 0800.

Logo	Number	Service
	105	<p>Red Cross Help and intervention in case of disasters.</p> <p>Website: www.croix-rouge.be</p>
	070 245 245	<p>Poison unit Urgent medical aid 24 hours a day</p> <p>Website: https://www.centreantipoisons.be/</p>
	0800 32 123 (in French) 1813 (in Dutch)	<p>Suicide prevention centre Assistance service by telephone 24hours a day, in all anonymity. The listening is assured by a team of voluntary people trained by the permanent team of the centre. People can call them if they want to be listened to. The free number is intended for people in a suicidal crisis or for people who have acquaintances with this problem.</p> <p>Website: www.preventionsuicide.be or Zelfmoord1813</p>
	112	<p>European emergency call The European emergency telephone number is 112, which you can use in the member states of the European Union in case you need urgent help from a fire brigade, a medical team or the police.</p> <p>Website: https://www.112.be/en/</p>
	100	<p>Fire brigades and ambulance Service of fire brigades. Emergency medical aid 24 hours a day.</p>

Logo	Number	Service
		Web site: https://be.brussels/siamu-dbdmh/about-siamu-dbdmh?set_language=en
	101	Federal police To call in case of extreme urgency. Website: http://www.polfed.be/
	1722	Only for non-urgent interventions of the fire brigade during storm or flood
	116 000	Child Focus European centre for children that have disappeared or that are sexually exploited. Assistance service by telephone 24hours a day. The centre offers an active support in the search of children that have disappeared or that have been removed. It also fights against the disappearance and sexual exploitation of children and gives aid to victims. Website: www.childfocus.be
	0800 19 400	Sibelga - gas odors Emergency number for reporting gas odors in a home, building or street. Website: Sibelga
	02 274 40 66	Sibelga - blackout - power failure - street lighting Emergency number for reporting a blackout (power failure), current fluctuations in a home or neighborhood, and problems with street lighting Website: Sibelga