

**BRAVO COMPANY, AFNORTH BATTALION**  
**USANATO BRIGADE**



**NEWCOMERS GUIDE 2025**



## **Mission:**

Bravo Company supports the USANATO mission by ensuring individual Soldier and Family Readiness and improved quality of life through training, logistics, and human resources support for all assigned U.S. Army Soldiers enhancing the alliance in Belgium, United Kingdom, and Norway.

## **Vision:**

A unit that is ready, relevant, and respected by others. Led by competent and committed leaders that are proud to serve in our formation and readiness is our way of life. Bravo Company Soldiers also contribute to a proud and cohesive team that is trained and ready to deploy and win our nations wars.



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**Dear SHAPE/BRUSSELS Newcomer,**

Welcome to Supreme Allied Headquarters Europe! No matter what Allied or Partner Nation you and your family are arriving from, your experience, functional expertise, and professionalism are in demand. We are thrilled to have you join the SHAPE team!

As the strategic headquarters for NATO's Allied Command Operations (ACO), SHAPE is responsible for the planning, coordination, and execution of NATO's military operations. With representatives from our 32 NATO Allies and partners working in close cooperation, we strive to be a highly proficient and agile command, ready and relevant to the full range of missions demanded by the dynamic security environment.

I encourage you to take advantage of the many opportunities our host nation offers. Be sure to travel, enjoy Europe and embrace diverse cultures of our Alliance. In doing this, you will gain a new appreciation, not only for history and culture, but for the shared values we protect freedom, democracy, and the rule of law.

I am confident that you will find this assignment professionally challenging and personally rewarding. Best wishes to you and your family during your tenure at SHAPE.



**SHAPE COMMANDER**

**Dear SHAPE/BRUSSELS Newcomer,**

I am excited to welcome you to our international community that is Supreme HQs Allied Powers Europe (SHAPE). You are joining a special organization with a rich legacy during an historic period, both here and across the Euro-Atlantic. The opportunities and mission make SHAPE/BRUSSELS unlike any military installation in the world. I am positive that your assignment will be equally rewarding and unique!

Our mission is to enhance both quality of life and operational readiness, which are equally fundamental and mutually reinforcing. The BSG Team is committed to help make your assignment the most rewarding and memorable of your career. By providing a full range of enriching personal and professional opportunities for you and your families. Between shopping, dining, and athletic opportunities and over 30 unique clubs ranging from performing arts to SCUBA diving, there's sure to be something for everyone!

For many, this might be the first time abroad or in a multi-national community. I would encourage you to embrace the uniqueness & diversity found at SHAPE by actively participating, getting involved, and making new friends. Consider volunteering and getting involved in community activities to help make SHAPE an even better place to live and work. Many activities are made possible through the efforts of enthusiastic and talented volunteers who offer their time and energy. Come join us!

I sincerely hope each of you takes the time to explore our community's tremendous cultural diversity and comes away enriched by the opportunities, experiences, and lifelong friendships that can only be found at SHAPE. On behalf of the entire Base Support Group, please accept my best wishes for a most rewarding and memorable tour. Welcome to the SHAPE & BRUSSELS Team!



**BSG Commander**

## **WELCOME BEASTMASTER**

Welcome to Bravo Company, AFNORTH Battalion! We are thrilled to have you join our community at SHAPE/BRUSSELS. Life here is an exceptional opportunity, filled with unique experiences, challenges, and rewards. We are part of a truly global community, with representatives from 32 NATO member nations, as well as partner and cooperation nations, all working together with a shared mission and purpose. This diversity enriches our lives and builds lifelong bonds between service members, families, and friends from around the world.

To help you and your family settle in, we've prepared a welcome video. Simply scan the QR code to get a closer look at what makes our community special and see some of the activities, facilities, and resources available to you. In addition to the video, please don't hesitate to reach out—our Bravo Company team is here to support you every step of the way.

Welcome to SHAPE/BRUSSELS, and welcome to Bravo Company! We look forward to the experiences we will share together as part of this incredible community.





**FIRST SERGEANT**



**COMPANYCOMMANDER**

[usarmy.shape.hq-usanato-bde.list.afnorth-bn-bravo-co@army.mil](mailto:usarmy.shape.hq-usanato-bde.list.afnorth-bn-bravo-co@army.mil)

## **ARRIVAL PROCEDURES**

### **What to do**

**Military Member:** Check in at your National Military Representatives (NMR) or National Support Unit (NSU).

**NATO Civilian, Consultant, Temporary Staff Member or Intern:**

Check in at the Civilian Recruitment Section in Bldg.102.

**NATO Contractor:**

Check in at the Acquisition Office or Human Resources Section.

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Only when you have all required documents for yourself and/or each member in your party, are you ready to apply for a SHAPE ID card at Registration in Building 210 by online appointment:

[www.SHAPE2DAY.com/arrivingleaving](http://www.SHAPE2DAY.com/arrivingleaving) by your NMR, the HR section or yourself.

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### **Where to go after**

A SHAPE ID will give you access to the SHAPE compound and will be needed to buy Tax-free goods on SHAPE (if applicable)

#### **Car Registration**

Once you have a SHAPE ID all your vehicle(s) must be registered as soon as possible on SHAPE plates. Only after registration you are eligible to buy Tax-free fuel (if applicable).

For appointments and info on documents required check the website: [www.SHAPE2DAY.com/](http://www.SHAPE2DAY.com/) arriving leaving/vehicles

**Belgian Special IDBELGIAN SPECIAL ID Card:**

Every newcomer in Belgium (except Military) must apply within 3months after arrival for a Belgian Protocol ID card. This ID is valid proof of your residency in Belgium. Though not mandatory, Military members are warmly invited to apply for a Belgian Protocol ID card as such permit may facilitate international travel.

**For appointments and documents required check the website:**

[www.SHAPE2DAY.com/arrivingleaving/belgian-protocol-id/](http://www.SHAPE2DAY.com/arrivingleaving/belgian-protocol-id/)



Bldg. 210, Tel: 065/44 8348, [www.SHAPE2DAY.com/arrivingleaving](http://www.SHAPE2DAY.com/arrivingleaving)

**Please make sure to book an online appointment for every visit to the Building 210. Customers must indicate names of all persons who will present themselves for an appointment. Please note: every type of service is carried out only by appointment.**

**Appointments can be booked at:**

**[www.shape2day.com/arrivingleaving](http://www.shape2day.com/arrivingleaving)**

**This is also the website where you will find all relevant information regarding SHAPE ID, Protocol ID and SHAPE Plates.**

## **HOUSING**

### **Housing Management Section (HMS)**

If you are looking for a place to live close to your office and all SHAPE facilities, where your family could be in a multicultural environment, then, on base housing is the answer. On base housing, also called "SHAPE Village", is a real estate composed of 600 dwellings owned by the Belgian Ministry of Finance. It is in process of total reconstruction to have a village completely redesigned housing concept. The real estate's intent is to promote the use of crosswalks as well as to offer numerous places where children and families can meet on a safely environment and socialize. HMS is responsible for the administration and allocation of SHAPE Village quarters in accordance to SHAPE Directive (SD) 100-03.

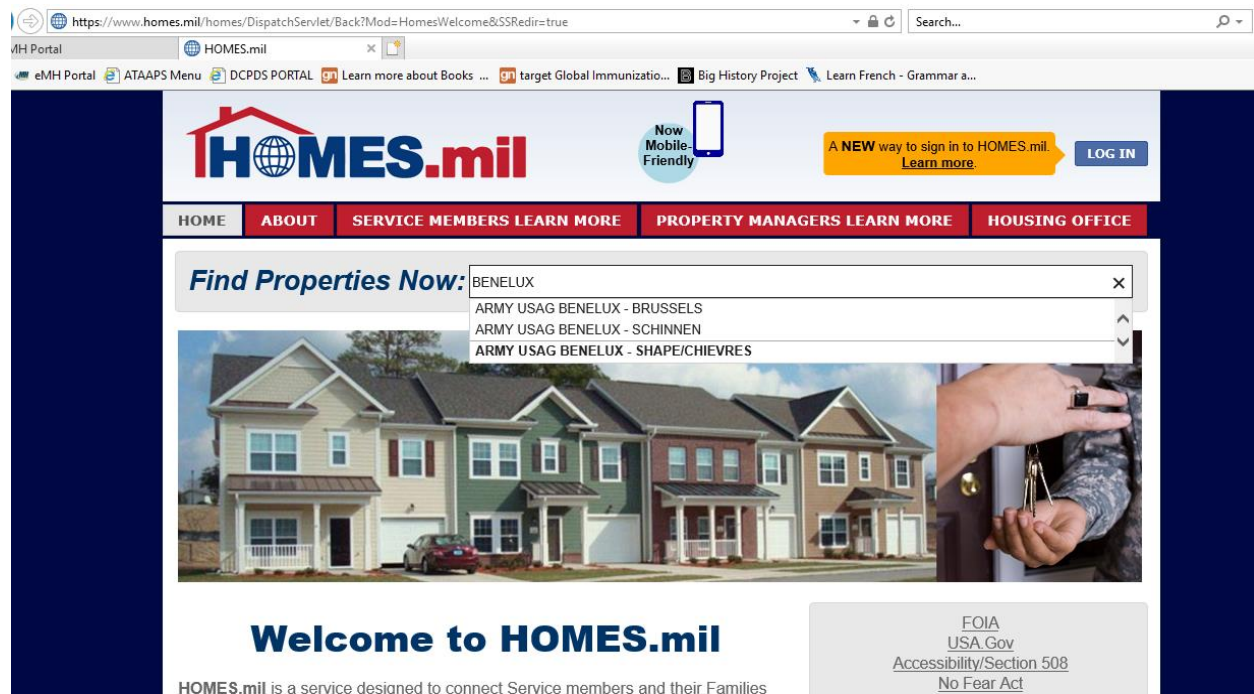
#### **Following Conditions Are Required to Apply:**

- You must be military and assigned to SHAPE (Casteau) or Chievres Airbase.
- You must be head of the household with at least one dependent
- Although SHAPE is a military base, a restricted number of NATO International Civilian (NIC) may apply and live on base for a limited period of 3years.

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### **Off Post Housing**





In the “Find Property Now” Field: Select **USAG BENELUX-SHAPE/CHIEVERES**

**DO NOT SIGN A LEASE PRIOR TO ARRIVAL**

## EDUCATION

### SHAPE INTERNATIONAL SCHOOL

The SHAPE International School (SIS) is in the 700 area and accommodates approximately 2,500 students with more than 35 nationalities and includes 250 faculty and staff members. SIS offers education as from kindergarten (2.5 years) to grade 12.

SIS is a federated complex, in which an international Kindergarten and 13 national school units (ASU), from 10 different countries, operate side by side under the coordination of a General Services Unit (GSU), governed by a SIS Board through international agreements.

All ASU select and hire their own teachers and offer their traditional curriculum. The GSU together with the principals coordinate extra-curricular courses like forest school, official language exams and integrated activities like field trips, sports, events and more.

## LIST OF NUMBERS

|                    |           |
|--------------------|-----------|
| General Services   | Ext. 5726 |
| Belgian Elementary | Ext. 5707 |
| Belgian Secondary  | Ext. 5708 |
| Kindergarten       | Ext. 5723 |
| Canadian           | Ext. 5985 |
| US Elementary      | Ext. 7720 |
| US Middle School   | Ext. 7730 |
| US High School     | Ext. 7740 |
| German             | Ext. 5704 |
| Italian            | Ext. 2046 |
| Norwegian          | Ext. 4047 |
| UK                 | Ext. 5283 |
| Greek              | Ext. 5711 |
| Polish             | Ext. 4037 |
| Turkish            | Ext. 6076 |

\*Extension numbers can also be dialled from an external phone by prefixing the extension number with +32 065/44 or +32 065/75 for the three US Sections



## HEALTH SERVICES

### SHAPE HEALTHCARE FACILITY

SHAPE Healthcare Facility (SHF) provides outpatient healthcare to SHAPE beneficiaries.

#### **Services that are provided at SHF are:**

Family Medicine, Pediatrics, Optometry, Dental, Behavioral Health, Telehealth, Prenatal/Lactation, Physical Exam/Flight Medicine, Patient Administration, Referral Management, Patient Liaison Services, Patient Advocate, Physical Therapy, Radiology, TRICARE Services, Laboratory, Preventive Medicine, Pharmacy, and Logistics.

#### **Medical Emergency**

Time may be a critical factor during a medical emergency. The SHF team recommends getting familiar with Host Nation emergency care options and civilian ambulance services.

Whether you arrive at a Host Nation hospital by your means or via ambulance, the patient liaison team can assist you 24/7 by calling 065 41 4009 or 067 34 8990. You can call them before or upon your arrival or ask the medical staff to contact them.

The Host Nation hospital staff may ask you to complete a SHAPE registration form and make a copy of your SHAPE ID. If you have any concerns, don't hesitate to contact our patient liaisons.

In addition to the Patient Liaison, if you are a TRICARE Prime Patient, please contact International SOS:

- 0800 81118 (option 1: Emergency care, referral)
- [www.tricare-overseas.com](http://www.tricare-overseas.com)
- MYCARE overseas ap

#### CLINIC HOURS

Mon, Tue, Wed, Fri: 0800-1200 & 1300-1700

Thu: 0900-1200 & 1300-1700

#### PHARMACY HOURS

Mon, Tue, Wed, Fri: 0800-1230 & 1330-1630

Thu: 0900-1230 & 1330-1630

#### SPECIAL HOURS

Every 3rd Thursday: 1300-1700

SHAPE Holidays: 0800-1200

All U.S. Federal Holidays: CLOSED

\*Appointments can be made by calling the appointment line, Monday through Friday from 0730 to 1630 at 065 44 5886 or DSN: 423-5886.



**Building 401,**  
**GPS Address, Rue D'Oslo Bldg 401**  
**Mons, BE 7010**

**There are no emergency services provided at SHF. For local ambulance dial 100 from a landline or dial 112 from a cell phone.**

## TRICARE SERVICES

### Referrals/Specialty Care Authorizations

For all questions or concerns related to a referral to the HN please email: [usarmy.benelux.medcom.list.referralmanagement@health.mil](mailto:usarmy.benelux.medcom.list.referralmanagement@health.mil) or call +32(0)65325324 or DSN: 566 5324. Leave a message with a full name and phone number.

**Claims and Benefits** [usarmy.shape.medcom-lrmc.mbx.bcac-dcao@health.mil](mailto:usarmy.shape.medcom-lrmc.mbx.bcac-dcao@health.mil)

**CIV Phone:** +32(0)65325360 or DSN Phone: 314-566-5360

**Beneficiary Service Representative(Enrollments, Disenrollment, PCM change)**

**CIV Phone:** +32(0)65325071 or DSN Phone: 314-566-5071

**Off Post Approved TRICARE Pharmacy:**  
Pharmacie Pierrot

**Place de Maisieres 4 Maisieres-Belgium**

### IMPORTANT CONTACT INFORMATION

|                                      |                          |
|--------------------------------------|--------------------------|
| <b>Appointment Line</b>              | 065/445886               |
| <b>Optometry</b>                     | 065/445886,              |
| <b>Medical Readiness</b>             | 065/325327               |
| <b>Immunization</b>                  | 065/325329               |
| <b>Physical Therapy</b>              | 065/325349               |
| <b>Behavioral Health</b>             | 065/325320               |
| <b>TRICARE Services</b>              | 065/325008               |
| <b>EFMP</b>                          | 065/325300               |
| <b>Patient Liaisons</b>              | 065/414009<br>067/348990 |
| <b>Patient Advocate</b>              | 065/325074               |
| <b>Pregnancy/Lactation</b>           | 0460/972247              |
| <b>Billing Office</b>                | 065/325018               |
| <b>Tricare Benefits &amp; Claims</b> | 065/325311               |
| <b>Referral Management</b>           | 065/325324               |

## Host Nation Healthcare Experience

The use of Host Nation medical facilities is not new. For many years, Host Nation hospitals have provided emergency care and treatment unavailable at US Military Treatment Facilities. Host Nation medical clinics and hospitals have much in common with those in the United States. Host Nation providers and staff are highly educated professionals who provide excellent medical services. Because we are overseas, remember that healthcare delivery follows the host country's cultural norms. Additionally, Host Nation's privacy standards may differ from what you know you have experienced in the past. Though many Host Nation doctors speak English, their staff may only speak French or Dutch. Patient liaisons are available to assist you. Lastly, please remember that you are a guest in their country.

## VEHICLES IN BELGIUM



The SHAPE vehicle/motorcycle registration system is a time-limited registration system, which exempts entitled persons from certain requirements of the Belgian permanent vehicle registration system and issues permanent fuel ration entitlements and temporary fuel ration cards (rental cars). This means since you are temporarily in Belgium you are exempt from road taxes on your first vehicle registration. You are also exempt from import taxes on the used vehicles you imported into Belgium (Section 8).

### **Important**

You must register all vehicles used or located in Belgium within 1 month of the vehicle being imported in Belgium, or procurement in Belgium. It is also mandatory by Belgium Law to de-register any vehicle upon your permanent departure from SHAPE. Until your vehicle is registered, or while you are using a rental car, you may receive a temporary "vehicle-entry" pass from the SHAPE Visitor's Office (Bldg.108) or from the Family Support and Central Processing Branch Registration Section (FSCEP-RGN) Bldg. 210, Room 109-110, in order to enter SHAPE and begin the vehicle registration process.

Before registering your vehicle, if it is older than 4 years, you must pass the Control Technique (CT) inspection. For the time being a CT is not needed for motorcycles motorcycles, even though Belgian authorities might introduce this obligation in the next future. High visibility retro reflective jacket (safety jacket/reflective vest) must be carried inside the motor vehicle when using it. In case of immobilization of a vehicle in an area where waiting and parking are forbidden all vehicle occupants must wear a reflective vest for safety and by law.

### **Fuel Ration Entitlements**

While living in Belgium and assigned at SHAPE, entitled persons are authorized fuel rations as a privilege. To receive your fuel ration entitlement, you must register your vehicle/motorcycle on SHAPE through the Family Support and Central Processing Branch - Registration Section. Remember: the purchase, sharing, transfer and/or resale of rationed items such as Fuel Cards is illegal.

Bldg. 210 Room 109-110

Tel: 065/44 5147

Fast Line: 065/44 8348

[www.shape2day.com/arrivingleaving/vehicles](http://www.shape2day.com/arrivingleaving/vehicles)



## **GENERAL INFORMATION FOR VEHICLE REGISTRATION**

You must register all vehicles used or located in Belgium within 1 month of the vehicle being imported in Belgium, or procurement in Belgium. It is also mandatory to de-register any vehicle upon your permanent departure from SHAPE.

The registration can be requested for a maximum period of 3 (three) years starting at the end of the month of the registration date.

**Please refer to QR Code for Vehicle Registration/Extension/Deregistration**



<https://www.shape2day.com/arrivingleaving/vehicles>

## **ADDITIONAL RESOURCES**



Shape Newcomers  
Additional Resources



Belgian Protocol ID



SHAPE On Base Housing

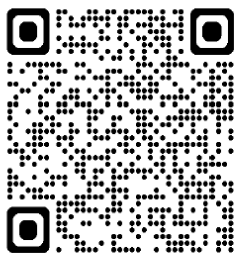


SHAPE ID

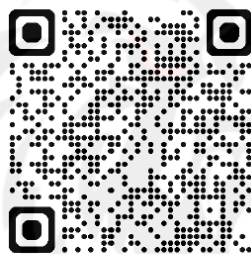


SHAPE Community

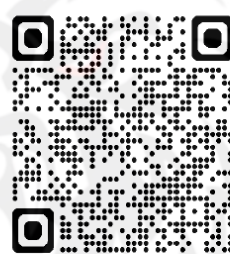
**STAY CONNECTED**



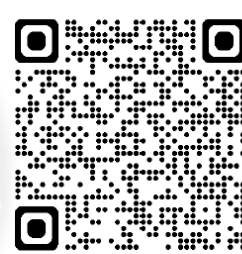
Allied Forces North Battalion  
Facebook Page



SHAPE Families  
Facebook Page



HHC/ B CO SFRG  
Facebook Page



SHAPE for Sale  
Facebook Page

**BRAVO COMPANY, AFNORTH BATTALION**