

## **SHAPE: Welfare**

**Welfare General:** The UKJSU Welfare Officer is the Housing and Community Support Officer. He is located in building 306 and is the first point of contact for welfare matters, help and counselling. Other agencies i.e. RELATE, BFSWS, Chapel Centre, etc offer support on many matters such as bereavement, divorce, marital problems, etc. The Welfare Officer is contactable on Ext 8529. During silent hours, welfare matters will be dealt with by the UKJSU Duty Officer via the UK Duty NCO on 065 444960. The Assistant Welfare Officer is located in building 309 and can be contacted on Ext 5346.

**Child Minding:** Childminders are to be registered and approved by the Army Welfare Child minding Service (AWS) at Rheindahlen. AWS visit SHAPE regularly and appointments can be made through the Welfare Officer, Ext 4713 or Assistant Welfare Officer, Ext 8529.

Alternatively, personnel may contact AWS child minding supervisors directly on 0049 2161 472517.

**HIVE:** The HIVE is located in Building 309 Room 131. The HIVE provides advice and information on a wide variety of subjects and is particularly useful for new arrivals to SHAPE. Additional services include: Fax/Internet facilities, tourist information, travel guides and much more.

The main aim of the HIVE is to provide a friendly and helpful environment to assist you with any problems or queries that may arrive whilst living at SHAPE. If the staff is unable to answer your questions they will refer you to someone who can. The HIVE is open 0900 to 1500 hrs Monday to Friday. Visit their Web Site

**Home-Start:** Home-Start volunteers visit families regularly, in their own homes, usually once a week for between 2 – 4 hours. The visits are flexible and the volunteer and family together decide when the visits should take place and how the time will be spent. Sometimes a parent may want someone to listen, someone to talk to about their concerns or problems or even just someone with whom to share adult conversation. At another time they may want some more practical support such as help to play with the children or to get the family to the shops. Volunteers are not babysitters or home helps so any practical help is given as a friend would. For families, this simple type of support makes a world of difference. While Home-Start does not have a magic formula to take all the problems away, parents tell us that having a friend to confide in, to cry with, to laugh with and to talk to can make all the difference. Home-Start is situated in Building 309 and can be contacted on Ext 3997. Visit their site

**Churches:** For details of Church services at SHAPE and in the surrounding area, as well as details of Jewish services and those of other Faiths, please contact the UK Chaplain, Ext 5693.

The Chaplaincy office is in room 61 at the SHAPE International Chapel Centre, building 601 near the Shopping Centre. Everyone is welcome to drop into the office. In addition to normal Sunday services there are Sunday Schools, Bible Classes, Choirs, Youth Groups and Chapel activities for everyone.

## **SHAPE: Welfare**

The Chaplain should be contacted for baptisms and other ministrations of the Church and he will, when necessary, gladly put members of other denominations in touch with their appropriate chaplain

**Church of England:** There are American Episcopalian and Canadian Anglicans who are members of the Church of England parish.

Services are:

Parish Communion on Sundays at 1015 hrs in the East Chapel. This is always followed by coffee in the Fellowship Hall, where members of the congregation have the opportunity to meet informally.

The third Sunday of the month will normally be a family service and there is a Sunday School on most Sundays. Special Services are held to celebrate the major festivals.

**Roman Catholic:** Sunday Mass is at 1130 hrs in the East Chapel, and is celebrated by the US Catholic Chaplain.

**General Protestant:** Protestant Service is at 1130 hrs in the East Chapel (US Army Chaplain) and the 1st Sunday of each month will be Communion.

**Marriage:** Any Service person who wishes to marry a foreign national is to apply in writing to the CO UKJSU beforehand.

**Army Welfare Information Service (AWIS):** The Army Welfare Information Service (AWIS) exists to give information and advice to Servicemen and women and their families. Trained personnel who are thoroughly experienced in most of the problems encountered by Service personnel and their families staff the Service. It doesn't matter if the query is simple, routine, or difficult, or a personal or family nature – the staff of the Service will either answer your question or put you in touch with one of the military or civilian agencies who can provide you with help and assistance.

There are few matters on which AWIS cannot give you sound and sympathetic advice.

AWIS Information Sheets. AWIS produce and circulate information sheets and leaflets on a wide range of subjects to units and HIVEs. The AWIS information sheets are also available on the Internet. The information sheets and leaflets provide a vast fund of reference information, which instantly available to all Military personnel and their families.

If you require advice or information you can contact AWIS direct or via you local AWS office, Unit Welfare Officer or HIVE.

## **SHAPE: Welfare**

### **How to contact the Army Welfare Information Service:**

#### **By post:**

Army Welfare Information Service  
HQ AWS  
HQ Land Command  
Erskine Barracks  
Salisbury  
Wilts  
SP2 0AG

#### **By Telephone:**

Military: 94331 2569/2461  
Fax: (01722) 436307

**Email:** [afab@hqland.army.mod.uk](mailto:afab@hqland.army.mod.uk)

**ALL HELP AND ADVICE FROM AWIS IS FREE AND CONFIDENTIAL**