



European
Joint
Support Unit

Useful Contacts

SHAPE



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|---|---|
| Police, Fire Ambulance | 112 |
| SHAPE Police | 0032 (0) 65445379 |
| DIO Helpdesk | 0032 (0) 6544 46 20 DIOSDOS-ESG-HELPDESK@mod.gov.uk |
| DIO Emergency Out of Hours | 0032 (0) 475 75 38 50 |
| Medical Centre | 0032 (0) 6544 58 24 |
| Medical Centre Out Of Hours | 0044(0)208 481 7800 |
| Dental Centre | 0032 (0) 6544 58 78 |
| Welfare Officer (Office) | 0032 (0) 6544 5234 / 8082 |
| Welfare Officer (Mobile: 24 hours) | 0032 (0) 478970280 |
| SHAPE Duty Officer | 0032 (0) 472782251 |
| Army Welfare Service (This is Tri-Service for SHAPE) | 00441904882053 |
| Health Visitor/Midwife | 0032 (0) 6544 58 05 |
| Padre Paul Mellor (Office) | 0032 (0) 6544 8887 |
| Padre Paul Mellor (Mobile) | 0032 (0) 470 664 582 |



Medical Care Out of Hours

In an Emergency - call 112

You should attend A and E if you need urgent care out of hours. The [eConsult](#) site also provides some useful information on common conditions. If you need the support of a clinical team out of hours Healix Healthline is 24/7. They may be reached on +44(0)208 481 7800 and they can also reach our practice team when required. If you require care that cannot wait until the next working day then attend the local accident and emergency department.

NB. **If you attend A and E or are admitted to hospital unexpectedly call Healix**

Emergency Dental Treatment

During out of hours, anybody who needs to seek any **emergency care** please contact: UZ Leuven Hospital on Tel: 016 33 24 55 or during out of hours: 016 33 22 11. Available from 0800-1230 & 1330-1630.

There is also care available at Cabinet Dentaire De Mons" Rue des Viaducs, 145, 7020 NIMY Tél: 065/318148 OU – Option 1*. Available from 0900-1800 Monday to Saturday.

Please keep the receipt and contact the dental centre so you can claim the fees incurred during the visit.

Welfare

Life can be tough, whether that's service related or personal, we are here to help!

If you are experiencing a welfare issue, need some support or have a crisis then please contact the Welfare Officer:

Military Telephone: 9205 423 8082

Civilian Telephone: +32 (0)65 44 8082

Duty Mobile (24/7): +32 (0)478 97 02 80

You can also contact the Army Welfare Service (AWS) direct – don't let the name put you off, for EJSU and UK personnel in NATO, the AWS will support tri-service and their families. Their number is: 0044 (0) 1904 882 053. This connects you to their triage service which can take a number of days before you receive a response. The Welfare Officer at EJSU can speed up this process if you contact them first.



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WELFARE & SUPPORT SERVICES

SHAPE Welfare Officer 0032 (0) 478970280

SHAPE Padre 0032 (0) 470 664 582

Army Welfare Service (AWS) 0044 1904 882053

AWS provide a confidential non-discriminatory support service to assist with the challenges that arise in personal and Service lives.

Alcoholics Anonymous 0044 (0)800 9177 650

Offering support and guidance on alcohol dependency and sobriety.

<https://www.alcoholics-anonymous.org.uk/>

Childline 0044 (0)800 1111

A confidential, free, 24-hour counselling service for children and young people under the age of 19

<https://www.childline.org.uk/>

Combat Stress 0044 (0)800 138 1619

Support & treatment to former members of the British Armed Forces who are suffering from a range of mental health conditions

<https://www.combatstress.org.uk/>

Cruse Bereavement 0044 (0)808 808 1677

Cruse Bereavement Care and its counterpart Cruse Bereavement Care Scotland are the United Kingdom's largest bereavement charity, which provide free care and bereavement counselling to people suffering from grief

<https://www.cruse.org.uk/>

Macmillan Cancer Support 0044 (0)808 808 0000

Provides specialist health care, information and financial support to people affected by cancer

<https://www.macmillan.org.uk/>

Money Advice Service 0044 (0) 300 500 5000

An organisation that provides free and impartial advice on money and financial decisions

<https://www.moneyadviceservice.org.uk/en>

RBL 0044 (0)20 3376 8080

Is a British charity providing financial, social and emotional support to members and veterans of the British Armed Forces, their families and dependants.

<https://www.facebook.com/Royal-British-Legion-District-of-Germany-149170368511341/>



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SSAFA

0044 (0)800 731 4880

The Armed Forces charity, is a UK charity that provides lifelong support to serving men and women and veterans from the British Armed Forces and their families or dependents.

www.ssafa.org.uk

The Samaritans

0044 (0)116 123

Are a registered charity who provide emotional support

<https://www.samaritans.org/>

Step Change

0044 (0)800 138 1111

The UK's leading debt charity to get expert debt advice and fee-free debt management to help you tackle your debts

www.stepchange.org

Veterans Aid

0044 (0)800 012 6867

Is a UK charity providing support to ex-servicemen and women

www.veterans-aid.net

Veterans UK

0044 (0)808 1914 218

Veterans UK is part of the Ministry of Defence and is a dedicated support organisation for service personnel, veterans and their families

<https://www.facebook.com/modveteransuk/>

Veterans Gateway

0044 (0)808 802 1212

Access to a network of organisations, for veterans and their families to connect with the help, advice and support

<https://www.veteransgateway.org.uk/>

<https://www.facebook.com/veteransgateway/>

Victim Support

0044 (0)800 724 3176

Victim Support is an independent charity in England and Wales that provides specialist practical and emotional support to victims and witnesses of crime.

crt.bfsws@coreassets.com

<https://www.facebook.com/victimsupport>

The list of welfare and Support services is not exhaustive and not endorsed by HIVE, other Welfare Support & Charities are available.