

NAPLES GUIDE



Military Family Services (Europe)

www.cafconnection.ca/Europe



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GREETINGS FROM YOUR MFS(E) TEAM!

Your Military Family Services Europe (MFS(E)) team wishes to congratulate you and your family on your OUTCAN posting. We would like to be the first to welcome you all to Europe! Your MFS(E) team supports families in over 20 countries around Europe, and the Naples team supports more than **75 members, spouses and children posted to various locations** in Italy.

MFS(E) is here to facilitate a smooth integration for you and your family into your new posting, whatever your family unit may look like. We serve everyone from single members to blended families and empty nesters, so please make sure to ask us how we can best help you. MFS(E) programs differ from those of MFRCs in Canada, staff are located throughout Europe, and our programs are offered virtually or from one of the six European Centres.

As you and your family begin the transition to Europe, MFS(E) is here to assist you along the way. Throughout your posting, you can expect phone calls, e-mails, virtual programming as well as workshops for your spouse and children. We also send crafts and packages in the mail!

This Handbook is a living and dynamic document. Once you are settled, we would welcome your input to keep it relevant and current. We would like to extend our sincerest THANK YOU to local families for sharing their experiences and suggestions as to how to make the guide as complete as possible.

Our website (www.cafconnection.ca) can be a useful resource for your transition overseas, as it provides information that is location and country specific and provides links to current MFS(E) newsletters, programming, and even overseas job postings for spouses.

MFS(E) SERVICES

MFS(E) is here to support your transition from one community to another. Some MFS(E) programs include, but are not limited to:

- *Social Worker support*
- *Children's craft mailings*
- *Youth Employment Preparation (YEP) Program*
- *Family Separation & Reunion support*
- *Emergency and Respite Child Care support*
- *Host Language training*
- *Virtual workshops via our easy-to-use WebEx platform,*
- *including virtual coffee breaks, virtual travel forums and health and wellness subjects*
- *Online Home Alone course*
- *Friends on a Journey*
- *Unique offerings at each MFS Centre, based on community needs*

There are also numerous other supports offered by Personnel Support Programs (PSP) and Canadian Forces Morale and Welfare Services (CFMWS). Take time to look through the CAF Connection website (www.cafconnection.ca) to find all that's available.

This is your opportunity to connect with other Canadian families going through a similar transition to Europe. If there is any wisdom we can pass along to you from the get go, we encourage you and your family to build a strong support network while you are in Europe. MFS(E) is your key resource to getting in contact with others and to share your experiences and your insight.

Once you have arrived and settled at your new location, MFS(E) will provide you with a welcome package containing information specific to your location and to your unique family dynamic. You can pick it up at the centre, or if you are remote, your package will be delivered by mail once you have secured living accommodations. Please let us know when you are settled and ready to receive mail. Also, please make sure you keep us informed of your contact information, an updated telephone number and email address is greatly appreciated.

If you have any questions about living in Europe or if you wish to know what your MFS(E) team can do to help you and your family, in all shapes and forms, please contact one of our staff members, or email us directly at mfse.naples@cfmws.com.

We look forward to hearing about your adventures and new experiences soon. Help us serve you better, don't be a stranger!

Best Regards,
Your MFS(E) Naples Team

MFS(E) Naples

**Villa Maple Leaf
Via Marenola, 34
Lago Patria, (NA)
80014**

Centre Hours: Mon to Fri 8:30 a.m. to 3:00 p.m.
+39 081 509 6663

EUROPEAN ADVISORY COMMITTEE

The Military Family Services (Europe) (MFS(E)) Advisory Committee (AC) is a group of volunteers representing Canadian Armed Forces (CAF) families and communities across Europe. The AC works to enhance MFS(E)'s capacity to implement family programs and services to all Canadian military families regardless of where they are located in Europe.

As a group of volunteers, the AC is not authorized to act as decision-makers or policy-makers. Their primary role is to provide advice to the Senior Manager MFSP Europe about the needs of the community and to evaluate the effectiveness of the program.

CAF members (in a non-official capacity), and their civilian spouses/partners and dependents (18 years or older) are eligible to volunteer for the AC. Fifty-one (51) percent of the voting membership must be civilian family members of CAF members. Members representing a particular region must reside in that region at the time of recruitment and must have the support of their local CAF Commander.

The MFS(E) AC meets on site at the Canadian Forces Support Unit (Europe) in Geilenkirchen once a year, usually in the winter. All other meetings, usually held every second month, are conducted on-line. No special computer equipment or program required but reliable internet is required. If you have any questions or would like to discuss this opportunity further, please see the website - <https://www.cafconnection.ca/Europe/Get-Involved/Volunteer-Opportunities/European-Advisory-Committee.aspx>.

USING THIS GUIDE

Moving around in the guide:

- *To go to a Table of Contents entry or a website link, simply click on it*
- *To search for a specific word, use the Find tool by pressing "Ctrl" then F*

Several of the websites referenced in this guide will be in a language other than English. There are a couple of options to obtain the information in English:

- You can enter the address of the website directly into <https://translate.google.com/> and it will translate the entire website
- If you have Google Chrome, you can right click anywhere on the page and it will bring up a dialog box which often has a "Translate to English" option. Due to website formatting, this option may not be available for all pages or for all text on the page.
- Some sites have the option to change the language. These sites will have either a drop-down menu listing multiple languages or flags symbolizing the language. Simply click on the language or flag (typically a British or American flag) to see a translated version of the website. Often this option can be found in the top right corner.

This guide is an ongoing work in progress, and we need your help:

- Please let us know of any errors or omissions and we will update them in the next edition.
- If there is a topic you'd like added to the next edition, do not hesitate to let us know.

You can contact us at:

mfse.naples@cfmws.com

DISCLAIMER: Due to rules and regulations ever changing, please ensure you do your own research and consult with the resources provided for the most up-to-date policies and procedures before making any assumptions or relying on information provided here as accurate as policies and procedures change and could be different from the time this document was created and updated.

Thank you for your cooperation and attention in this matter.

SOME HELPFUL RESOURCES

Please be sure to connect with us online often for the latest programs and services being offered:

MFS(E) Website

- <https://www.cafconnection.ca/Europe/Home.aspx>

MFS(E) Facebook Page

- <https://www.facebook.com/MFSEurope/>

MFS(E) YouTube Channel

- <https://www.youtube.com/channel/UCbQXCBqcVYvLZhDj0a37h8Q>

CAF Connection Website

- <https://www.cafconnection.ca/National/Home.aspx>

My Voice/Ma Voix

MyVoice is a closed Facebook group open only to the Canadian military community. MyVoice is a place for you to communicate with Military Family Services (MFS). The group is a safe place to discuss your experiences as a military family and offer feedback about your military lifestyle.

- <https://www.facebook.com/groups/MyVoiceMaVoix/>

Family Information Line

The Family Information (FIL) is a confidential, personal, bilingual and free service offering information, support, referrals, reassurance and crisis management to the military community. We serve Canadian Armed Forces members, Veterans and their families- immediate and extended.

- <https://www.cafconnection.ca/National/Stay-Connected/Family-Information-Line.aspx>

OVERVIEW OF ITALY

With its typical boot shape, Italy stretches over 1,300 kilometres southward from Switzerland and Austria as it moves into the Mediterranean, surrounded by four seas. Because of this, Italy, a long and relatively thin peninsula, benefits from a wide variety of landscapes and climates. Plains cover barely one quarter of its 300,000 square kilometres and the shoreline runs around 7,500 kilometres. The Alps line its northern border and the eastern and western coasts are separated by the Apennines mountain range as it runs almost all along the peninsula. Northern Italy, where you find cities such as Milan, Turin and Venice, has a continental climate similar to its neighbours north of the Alps.



BENVENUTI A NAPOLI

HISTORY

Lying on the Gulf of Naples in the region of Campania, 200 km South of Rome, the city stretches for some 10 kilometres, from the outlying slopes of Campi Flegrei to Vesuvius, in one of the most scenic settings in the Mediterranean. Already a Greek colony in the 5th-6th century B.C. (known as Partenope and later called Neapolis), it was fully romanized during the 4th century B.C. and became the principal town in Campania. Partenope was



the mythological mermaid who lived in the Bay of Napoli. In Greek it means "the new city". After the fall of the Roman Empire, it submitted to the Goths, then to Byzantium, until 1139, and then the Normans led by Ruggero II conquered it. With the rise of the House of Anjou, it became the capital of the Kingdom of Napoli in 1266, and in 1442 passed to the Aragons (Alphonse I, King of Sicily). In 1504, it passed to the Spanish where it became of increasing economic,



cultural and artistic importance. The Kingdom remained a Hapsburg possession from 1707 till 1734. Following that was the start of Bourbon domination that lasted (except during the Republican period of 1799 and rule by Murat from 1806 to 1815) until the unification of southern Italy with the rest of the country in 1860. Over the centuries, the city has spread from its original nucleus beside the Pizzofalcone promontory, on an orthogonal layout, along the narrow littoral belt and the high ground behind, exploiting to the fullest every piece of land suitable for building. The congestion of buildings became worse after 1566, when the city was surrounded by walls, and more so in the last century, with the construction of industrial factories.

PRESENT DAY NAPLES

Italians say that if Rome is Italy's heart then Naples is its soul. The southern city's washing-strung streets and stylish teenagers cruising around on Vespas create perhaps the most enduring image of Italy as a whole. Naples also has a darker side and has earned itself a global reputation for bloody Mafia wars, corruption and prolific crime. But beneath its tarnished image lies a buzzing city with stunning architecture and characterful, generous residents.



With its population of 4 million people, Naples (*Napoli* in Italian) is Italy's third largest city and is seen as the capital of not only the Campania region but of all southern Italy. Although it has suffered greatly during the recession, the city's economy remains the fourth largest in the country. The Port of Naples is also one of the most important shipping hubs worldwide and the city is host to a NATO military command base.

The vast urban sprawl of the city hugs the crescent of the Bay of Naples and is loomed over by the brooding Mount Vesuvius, which last erupted in 1944. The city is within striking distance of Pompeii and Herculaneum, two of the most important Roman archaeological sites in the world. A high speed ferry from the port will take you to the jewel-like islands of Capri and Ischia and the beguiling Amalfi Coast is an hour away by train. With its hot Mediterranean climate, coastal location and singular culture, Naples has a lot to offer expats wishing to live somewhere other than Rome. And then there's the pizza. Invented in Naples and covered by its own legislation, the sublime Neapolitan *margherita* is reason enough to move to there.

GEOGRAPHY

The city is situated on the Gulf of Naples, on the western coast of southern Italy; it rises from sea level to an elevation of 450 metres (1,480 ft). The small rivers which formerly crossed the centre of the city have since been covered over by construction. It lies between two notable volcanic regions, Mount Vesuvius and the Campi Flegrei (en: *Phlegraean Fields*). The islands of Procida, Capri and Ischia can all be reached from Naples by hydrofoils and ferries. Sorrento and the Amalfi Coast are situated south of the city,



while the Roman ruins of Pompeii, Herculaneum, Oplontis and Stabiae, which were destroyed in the eruption of Vesuvius in 79 AD, are also visible nearby. The port towns of Pozzuoli and Baia, which were part of the Roman naval facility of Portus Julius, lie to the west of the city.

CLIMATE

The climate of Naples, the capital of the Campania region, is **Mediterranean**, with mild, rainy winters and hot, sunny summers.

The daily average temperature ranges from about 9 °C in January and February to about 24 °C in July and August.

The city is exposed to the south-west wind ("*libeccio*"), which brings mild and rainy days, but also to the north wind ("*tramontana*"), which brings a bit of cold, cloudy skies and some rain. On summer afternoons, the breeze blows from the sea, relieving the heat.

Winters are cold but a far cry from the Canadian winters, unless you are from the West Coast. From December to February, it is damp and rainy. The rains occur in periods of bad weather that last a few days, sometimes in the form of night thunderstorm, and are accompanied by the wind. There are also some pleasant and sunny days, with a bit of cold at night. In other cases, there can be some cold days brought by the north wind, during which some rain can fall at sea level, which becomes snow in the mountains, so it is possible to admire the snow-covered Mount Vesuvius. In the coldest nights, the temperature can drop below freezing (0 °C), usually not by much (2/3 degrees Celsius).

Spring, from March to May, is mild; the rains gradually become rarer, and fine weather more frequent. However, cold and windy days are still quite frequent in March, and sometimes also in April. At Easter, good weather is not always guaranteed. May is usually a good month, nice and sunny, although there may still be some cool and rainy days, especially in the first part of the month.

Summer, from June to August, is hot and sunny. Typically, the air is humid, but the sea breeze blows, tempering the heat. However, within the city, in the most densely populated neighbourhoods, the heat is felt more. Under the influence of the *scirocco*,

the south wind from Africa, there can be hot days, with highs about 36/38 °C. The rains are very rare, but we can not exclude some thunderstorms every so often.

Autumn, from September to November, is initially warm, and sometimes even hot, with many sunny days, especially in September and the first half of October. However, this season is also rainy, with possible waves of bad weather, accompanied by rains and thunderstorms, sometimes strong, especially by mid-October. In November, there can be the first quite cold days, especially in the second half of the month.

LANGUAGES

The Naples language, considered to be a distinct language and mainly spoken in the city, is also found in the region of Campania and has been diffused into other areas of Southern Italy by Neapolitan migrants, and in many different places in the world. On 14 October 2008, a regional law was enacted by Campania which has the effect that the use of the Neapolitan language is protected.

The term "Neapolitan language" is often used to describe the language of all of Campania, and is sometimes applied to the entire South Italian language; *Ethnologuerefers* to the latter as *Napoletano-Calabrese*. This linguistic group is spoken throughout most of southern continental Italy.

The ability to speak and understand your host nation's language will ensure your European post is as rewarding as possible. It will make day-to-day life such as grocery shopping and banking easier. It will also be easier to connect and build friendships and ensure your cultural experience is more enriching.

Rosetta Stone is the world's number one language-learning program. We offer Rosetta Stone licences to Canadian Armed Forces Military Spouses. If you are interested in Host Language Training, contact the Military Family Services (Europe) Virtual Programs Coordinator at mfse.virtualprograms@cfmws.com.

Besides Rosetta Stone, there are options to take classes at your local centre or on the economy. There are also various online resources available. Please see the Host Language Document:

- https://www.cafconnection.ca/getmedia/7370f595-6269-4a8d-a6a1-4a91c1206c1c/Host-Language-Information_2018EN.pdf.aspx

or contact your Virtual Programs Coordinator for more information.

RELIGION IN ITALY

Religion in Italy is characterised by the predominance of Christianity and an increasing diversity of religious practices, beliefs and denominations. Most Christians in Italy adhere to the Catholic Church, whose headquarters are in Vatican City, Rome.

Religious Services

- Chapel NSA Naples Chapel Located at Support Site, Gricignano, Italy Tel: 081 568-3539 / 081-568-4791 / 081-568-5255 GPS: ,N40.989773 E14.24819048193 GPS: 0.990016, 14.248193
- Christ Church Naples Via San Pasquale a Chiaia 15B, 80121 Napoli, Italy +39 081 411842 Email: vicar@christchurchnaples.org <http://www.christchurchnaples.org/> FB: christ church naples GPS: N40.83494 E14.23600
- Il Faro International Baptist Church Via Napoli, 29b, 81030, Castel Volturno (CE) Email: pastorsoffice@gmail.com Tel: 338 492 5232 or 333 229 5164 <http://ilfaro-napoli.org/en/> GPS: 40.987887, 13.985312
- Jewish Shabbat Services Synagogue (Sephardi - Italian) Via Cappella Vecchia 31 - Naples 081 764 3480

NEAPOLITAN FOOD & WINE

Wine

For two thousand years Italy has produced wine, making it one of the oldest wine producing regions in the world. Wine lovers from all around the world come to Italy today to explore wines from the regions in the north - Veneto, Piedmont, and Tuscany, to the regions in the south - Campania, Apulia, Sardinia and Sicily.



The rich volcanic soils and the hot climate of the Campania region have produced some outstanding and unique wines. A few of the wines that have an international reputation are *Fiano di Avellino*, *Greco di Tufo* and *Falaghina* are white wines, and *Lacryma di Christi del Vesuvio*, *Aglianico*, and *Taurasi* are red wines. Another wine that Italians and Neapolitans are known for is *Spumante*. *Spumante* is a sparkling wine, often served with dessert and on special occasions. *Asti Spumante* is the most well known of the many varieties.

MWR ITT Tours, based on the Gricignano base, offers regular wine tours.

Neapolitan Food

Dining in Naples is a cultural experience. Restaurants typically open for *cena* (supper) around 7:30 p.m., while most Neapolitans arrive around 8 p.m. or even 9 p.m. The Neapolitan dining experience can last for a few hours, allowing time for you to enjoy the food and drinks with your company. Finding "fast food" is rare.

In addition to the usual *à la carte* style, there are restaurants with a set menu, where the chef will prepare fresh seasonal meals. Typically, there is a set price per person at these restaurants, which may include wine and water.

An example Neapolitan meal in order could be:

Antipasti (Appetizers)

- Bruschetta, Zeppolini, or deli meats & cheese

Primi (First Course)

- Pasta or soup

Secondi (Main Course - served without any side dishes)

- Fish or meat dish
- Side orders of vegetables, including French fries (le patate fritte), must be ordered separately

Dolce & Caffè (Sweets and coffee)

- Caprese torte, Limoncello liquor, or espresso

A Note on Local Produce

The Campania region produces a great deal of seasonal fruits and vegetables. When in season, the produce is cheap, fresh, and delicious. Often you will see people selling their home-grown fruits and vegetables for great prices out of small three wheeled trucks parked on the side of the road.



Unfortunately, recent reports questioned the quality of locally-grown produce. There have been investigations of mob-related dumping of toxic waste leading to unacceptable levels of toxins in some Campania-grown fruits and vegetables.

The US Navy has completed extensive studies and has concluded that all the food sold in their facilities meets acceptable safety standards. Their produce is sourced from outside the Campania region, so you can shop there confidently ((if not conveniently). Other sources have concluded that the problem outside of US facilities is either overblown or unavoidable. The Auchan and Ipercoop grocery stores stock produce from outside the Campania region, and the sources are marked above the produce.

Try to find out where your produce (including dairy) is coming from, and choose those that are grown or produced outside Campania and especially outside the triangle formed by Accerra, Nola, and Marigliano. Note however that what Italian

legislation there is about labelling the specific source of foodstuff is frequently ignored, so this may be very difficult. There are a lot of resources on the situation online, or come by and talk to the MFS(E) staff for more information.

Buon Appetito!



CULTURAL NUANCES, ETIQUETTE AND TRADITIONS

Even though you may prepare yourself for culture shock, it does not mean it will be any less 'shocking' when you arrive in Naples. It is normal to feel overwhelmed, stressed, homesick, and sad. It takes between 6 to 12 months to grow accustomed to the new culture, but eventually routines will develop. You will learn what to expect in most situations and Naples will start feeling more comfortable. Trying to 'go with the flow' and being patient and relaxed can help you to integrate into Naples' lifestyle and your new home.

The language barrier may pose more of a shock than anything else for many Canadians. Being able to communicate is so very important; to be able to tell people what you need, to ask directions, and to be able to read simple signage can make

you feel more confident and self-reliant. There are a variety of language training options. See the MFSE Community Service Providers for more information.

Here is some culture and etiquette information for Naples and Italy:

- Greet new people with a formal 'Buon Giorno' (before about 4pm) or "Buona Sera" (after 4pm) and a handshake. Kissing on the cheeks and greeting with "Ciao" is usually for family and friends. "Salve" can be used for shopkeepers. Use "Buona Sera" as an afternoon and early evening greeting.
- Gifts are usually opened when received.
- When standing in a line, stand very close to the person ahead of you. This will help to ensure that another person does not cut in front of you.
- Whistling and winking at women is meant as a compliment and is not meant in a degrading way. If a woman is not interested, she will ignore them.
- At a Café Bar, make your order and pay at the cash register (Cassa). Then bring your receipt to the bar staff to make the order.
- Generally, a salesclerk will ignore you until eye contact is made to signal that service is required. It is also customary for the customer to greet staff; a simple 'Salve' is acceptable.
- If invited to an Italian's house for supper, you may find these tips helpful:
 - Bring a gift, ex., chocolates, wine, or even something Canadian.
 - Always take a small serving to begin with, so you can accept a second helping. It is acceptable to leave a small amount of food on your plate, this means you are full and cannot finish.
- If you do not want more wine, leave your wineglass nearly full.

CANADIAN/EXPAT COMMUNITY

Naples has its attractions, and the region and Italy as a whole are beautiful. However newcomers must be prepared for "culture shock". Things are different and move at a much slower pace than in Canada. The Canadian community in Naples presently consists of 45 CAF military members and their families. The Canadian Forces Support Unit (Europe) Detachment Naples (CFSU(E) Det Naples) is manned by one Personnel Administration Officer, four, and three civilian employees, provide

administrative/financial/postal support and acts as a link with CFSU(E) Selfkant Kaserne, located in Geilenkirchen (GK), GE.

This team looks after most of the administrative requirements for members. Even though small in size, the community has its own MFS(E)-Naples located at Lago Patria in which you will find a "home away from home". Access to the Internet, various adult and children's books and DVDs are available to all Canadians. Children can enjoy a playroom and for the teens we have a youth room, as well as a large backyard. Part 4 Section 14 provides the details of the facility and its function. The centre also includes an impressive PSP fitness area. It is the hub of our social activities.

As mentioned in an earlier section, a building in Lago Patria has been leased to serve as the Canadian Community Centre in Naples (CCCN) housing the MFS(E)-Naples and the PSP organizations. There are offices, a well-equipped gym, a large dining and living area, a reference room with Internet, an outdoor patio, a children's playroom, large yard, and 2 suites.

The MFS(E)-Naples' offices are located in Villa Maple Leaf on the 2nd floor, along with PSP offices. Office hours are Monday to Friday from 08:00 to 15:00. The Centre offers services in the 4 general categories: *1) Child and Youth Development and Parenting Support 2) Prevention, Support and Intervention 3) Family Separation and Reunion, and 4) Personal Development and Community Integration*. Since we are a small community, the services are offered on a smaller scale than what you might be accustomed to in Canada. However, it is a good source of information and services for the community. A resource library with books and DVDs is available. Activities are provided on a regular basis. MFS(E)-Naples activities are made possible from the assistance and participation of our community. The MFS(E)-Naples booklet, *Thriving in Naples/En plein essor à Naples* provide Canadian families with useful information regarding activities and tips to make your stay here in Naples enjoyable and safe. There is regular ongoing programming for all to participate in. As much as possible, the MFS(E) activities take place at the beautiful Villa Maple Leaf.

The aim of the PSP is to enhance the morale and welfare of military members and their families through the provision of travel and recreational activities. PSP (Europe) has a number of excellent programs such as the Chalet lottery which offers the rental of properties in Austria, Croatia, France, Italy, Germany, Spain, Portugal,

Scotland and Switzerland at a subsidized rate to personnel who are selected through a draw process. Locally, we also have a PSP office which is located in Lago Patria at the Canadian Community Centre (Villa Maple Leaf). PSP Naples organizes a variety of trips and events each year. Finally, a resource travel library and a variety of items for loan to our community are maintained by the PSP office. For a list of available items please contact the PSP Coordinator at 081 509 6500.

PUBLIC HOLIDAYS

January 1 Capodanno (New Year's Day)

January 6 Epifania (Epiphany) Carnevale Celebrations held 40 days prior to Easter Monday
Easter Monday,

April 2 Lunedì di Pasqua (Pasquetta)

April 25 Liberazione (Liberation Day)

May 1 Labour Day

June 2 Festa della Repubblica

June 21 JFCNP Anniversary

August 15 Ferragosto (August holiday)

September 4 Festa del Lavoro (Labour Day)

September 29 San Gennaro (Patron Saint of Naples San Gennaro)

November 1 Ognissanti (All Saint's Day)

December 8 Immacolata (Immaculate Conception)

December 25 Natale (Christmas Day)

December 26 Santo Stefano (Feast of Saint Stephen) Canadian Forces members can acquire the Unit-approved holidays from the Support Element, updated and approved each year in November.

January 6 Epiphany is a wonderful day for children! A witch called La Befana goes to each house and leaves good children candy and small toys in their stockings, then sweeps the house with her broom.

February 14 San Valentino (St. Valentine's Day) is typically celebrated the same as in Canada, with couples going out for supper and giving small gifts. A popular Valentine's gift in Italy is Baci chocolates – a small chocolate covered hazelnut containing a small slip of paper with a romantic poetic quote in 4 languages.

March 8 Feste delle Donne (International Women's Day), men give the women in their lives sprigs of a yellow flower called Mimosa. The flowers are a sign of respect and support for women.

Carnevale

The Carnevale festival takes place 40 days prior to Easter. In Naples, it is a fun holiday for children to dress up in costumes and go to local piazzas, like Piazza Plebiscito or to the Mall, to play. Typically, parents buy their children confetti and silly string to have fun with their friends.



In Ivrea, near Turin, Carnevale includes the famous "Battaglia delle Arance", or the Battle of the Oranges, in which thousands of people pelt each other with up to 400,000 kg of oranges for days on end. Venice holds perhaps the most famous Carnevale in Italy, and is well worth the visit to see displays of art, food, and culture.

Pasqua (Easter)

During the Easter weekend, many processions and religious events can be seen throughout the Naples area. People give each other a large chocolate egg for Easter. Inside is a toy or costume jewellery.

Ferragosto (August 15)

Ferragosto means August holiday. The holiday begins on the 15th which is the feast of the Assumption of Mary, a religious holiday for Roman Catholics in Italy. The entire country literally shuts down for at least 2 weeks. Many Italians will take the entire month of August off from work and relax on the beach.

September

Piedigrotta is an interesting festival that takes place over 11 days in central Naples. The festival consists of processions, shows, art, and fireworks. Famous songs including Funiculì, Funiculà and O Sole Mio debuted at this festival. Pizzafest takes place every year with evenings full of music, theatre, cabaret, and of course pizza demonstrations. It's a great way to enjoy pizza in the heart of Naples!

September 29

Festa di San Gennaro, the Feast Day of Naples' patron saint, San Gennaro. Every year people gather at the Duomo anxiously awaiting a miracle. Two vials of San Gennaro's dried blood are kept at the Duomo and every year on September 19th the blood is said to liquefy. When it liquefies, the church members celebrate with cheers, tears, and the waving of hankies, as this means Naples will be safe from harm for another year. This is a very unique festival to witness while in Naples.

November 1st

All Saints Day is celebrated through prayer, going to mass. The day before, the 31st of October is known as All Souls day and families visit cemeteries to put flowers on graves. Families gather to remember those who have passed on. Halloween is not traditionally celebrated in the same way, but modern times have seen Italian families taking up the Trick or Treat tradition.

December

During the month of December and into January, you can experience celebrations and shopping for Christmas. Christmas Alley (Via San Gregorio Armeno, close to Via Duomo) comes alive with extra stalls selling nativity scenes called Presepio, and there are even towns that set up live Presepi to visit. Christmas markets are in the region too.

Felice Capodanno!! Happy New Year!

The New Year literally comes in with a bang in Naples! Fireworks can be seen in all directions for the entire day, but at midnight everyone seems to be setting off fireworks! From houses and apartment balconies to entire towns, find a place with a view and take in the spectacle! A safety note: make sure that you do not park or

walk under or too close to apartments or houses around midnight. Naples takes the phrase "out with the old, in with the new" very literally. In addition to fireworks and firecrackers, people will throw unwanted furniture and other items from their windows and balconies.



BEFORE YOU COME

Things to Consider/Bring:

- *Immunization Records (for school registration – don't pack in the sea shipment!)*
- *Long form birth certificates and your marriage certificate (this may be required for entry to DoDEA school – to prove dependents are "yours", a Canadian posting message may not be enough. Also, don't pack in the sea shipment!)*
- *If your children will be participating in sports on a US Garrison or in a DoDEA school, they will require a sports physical. It can be challenging to get this done on arrival, so if possible, have their Canadian doctor complete the form before leaving. This will cost, but it may be claimable through Sun Life. Get the form from the school on your HHT.*
- *If your teens participate in the [Youth Employment Preparation \(YEP\) Program](#), they will require a Social Insurance Number (SIN). Get this well before leaving Canada.*
- *If you plan on working in a field that may require a Police Check, get one done before leaving Canada.*

****For more information, please see CAF Handbook****

GETTING SETTLED

MAKING PHONE CALLS

Calling Within Europe

There is no standard way to write a European phone number, which will lead to confusion.

Example: +39 081 509 9575

The "+39" at the start is the exit code and Italy's country code. The "081" is the area code and the "509 9575" is the phone number. There is no standard length for area codes (2-5 digits) or phone numbers (5-12 digits).

So...when dialing within the country you are located in, you do not need the exit code and country code (+39).

If you're dialing within the same area code, you do not need to enter the area code. But it's a good idea to use it just in case!

Calling Outside of Italy

The exit code for calling out of the country in Europe is 00. You then follow that with the country code, area code, and telephone number. The "+" means to use the exit code for the country you're in – in Europe, that's 00, in Canada, it's 011. You can use the "+" on your mobile phone as the exit code, and your phone should pick up the right exit code, no matter what country you're in!

Calling Canada from Italy

The country code for Canada and the United States is 1. Dial the exit code (00) then the country code (1) then the number.

00 - 1 - area code - seven-digit number

Calling Italy from Canada

The exit code in Canada is "011"

BASE INFORMATION

MAPS



NSA NAPLES SUPPORT SITE



LEGEND:

- | | | | | |
|---|--|--|---|--|
| A - Commissary | D - Bowling Alley, O'rhy's Restaurant | G - NOR Center, Auto/Hobby shop | K - VET / Thrift Store | O - Mini Nex, MVRO, Laundrymat, Bambusa's Restaurant, Chuck Full O'Nuts |
| B - NEX, Movie Theater, ITT, Post Office, Food Court | E - Auto Port | H - Hospital | L - Teen/Youth Center | P - Dog Park |
| C - NEX P/U | F - Car Wash | I - Housing | M - Chapel | |
| | | J - Gym / Outdoor pool | N - Library, USO, Fleet & Family | |

EXCHANGE/COMMISSARY

Commissary

The US Commissary located on the Gricignano US Navy Support Site sells American products in the North American grocery style. All prices are in American dollars, and you have to pay in American dollars. There is a variety of ethnic foods available, a bakery and deli counter, fresh produce, and a large selection of meats. You can find gluten-free products, vegan products, and many frozen convenience products.

Navy Exchange (NEX)

The NEX, located on the Gricignano US Navy Support Site, is like a department store. All prices are in American dollars. You can purchase garden furniture, furniture for your home, linens, clothing, toys, automobile supplies, sporting items, pet supplies, luggage, jewelry, cosmetics, electronics, books, DVDs, magazines, maps, and seasonal items there. You can also purchase fuel coupons, have passport photos taken, and exchange euros for American cash.

MORALE, WELFARE AND RECREATION

PSP NAPLES

The PSP Coordinator enhances the morale and welfare of the CAF community of Naples. A main role is administering the CARIN Fund and supporting the Executive and members. All CARIN personnel and their dependants living in Naples are CARIN Fund members.



PROGRAM & ACTIVITIES

Group Travel/Tours:

A variety of trips are organised throughout the year, usually subsidized by the CARIN Fund. These events focus on enriching our experiences in Italy. Past events have included day trips to Sorrento, Fonyegreca, and climb up Mount Vesuvius, olive oil tour, and the Naples Walking Tour each fall.



Travel, Recreation & Cultural Credit Programs:

CARIN members can submit receipts for reimbursement related to independent/family travel, accommodation, sport, recreation and cultural activities. The PSP Coordinator will notify each family of the amount of their credit.

Villa Maple Leaf Gym:

PSP Naples offers a great gym facility at Villa Maple Leaf which has a treadmill, elliptical, stationary bikes and weight lifting racks along with a variety of free weights and other fitness equipment. It is available for use 24/7.

Equipment for Loan:

PSP Naples offers a variety of items for loan such as roof carriers, sports equipment, guitars, snow chains and a bike.

Travel Library:

Come and visit the PSP Travel Library on the 2nd floor of Villa Maple Leaf. The travel books may be signed out in the sign-out binder.

SP Europe Programs:

PSP Europe offers valuable programs to CARIN members such as the Chalet Draw (winter and summer chalets at a subsidized price), Deployment Support (for family when CAF member is away for 30 consecutive days), Hospital Comfort (items/\$\$ available for hospital stays) and Academic Programs (scholarships/funding for students).

CONTACT INFORMATION:

PSP Coordinator - Naples

psp.naples@cfmws.com

tel: +39 081-509-6500

TRAVEL & TRANSPORTATION

Public transportation in Naples consists of a bus, a metro, a tram system, and a small number of funiculars. Unico Campania is the ticket administration system, as each leg of transit is managed by a separate company. Tickets are available to travel within Naples and between surrounding towns and are sold at automated ticket stands in the transit stations.

PUBLIC TRANSPORT:

- 90-minute ticket: €1.50
- Day ticket: €4.50
- 1-week pass: €15.80
- Ferry trips out to the Roman Ruins or Mount Vesuvius run €8-€15, depending on port and ferry company.

AIRPORT TRANSIT FROM CITY CENTER (BUS, TAXI):

- via bus: €3, via Unico Alibus (shuttle)
- via bus: €1.50, via city transit bus line 3S
- via taxi: fixed-rates between the airport and different locations in Naples, €12-€20

SUBSIDIZED TRAVEL

The Chalet Program offers accommodation options in various parts of Europe at a 40% subsidy. It is open to all European Fund members and chalets are awarded by draw. For more information please visit:

- <https://www.cafconnection.ca/Europe/Programs-Services/Chalet-Program.aspx>

NON-UNIT FUND AND CANEX/SISIP GRANT

As a CAF member of Formation Europe you and your family are members of the European Fund (EF). EF members who are not part of a Unit Fund due to their geographical location are termed Non-Unit Fund (NUF) members. In order to ensure equitability across Formation Europe, all EF members have the same entitlements; however, certain entitlements are managed differently depending on location. See this link for more information:

- [https://www.cafconnection.ca/Europe/Programs-Services/European-Fund/Non-Unit-Fund-\(NUF\)-Member-Personnel.aspx](https://www.cafconnection.ca/Europe/Programs-Services/European-Fund/Non-Unit-Fund-(NUF)-Member-Personnel.aspx)

PUBLIC TRANSIT

Naples offers a variety of public transportation options. Most commonly used are the subways, trains, and funicular (cable cars that are used to transport passengers up and down steep slopes). Buses and streetcars are also available.

Trains/Metropolitana/Funiculars

Several different companies run the different lines of Naples' train system. This means the system is not as integrated as in most other major cities, which can be very confusing. Because the train lines were developed independently from one

another, often there will be two identically-named stations in the same general area. You must be aware of not only what station you are at, but what line you are on. For example, there are two Montesanto stations two blocks apart; one on the Cumana/Circumflegrea line, and one on Linea 2. Similarly there are two Pozzuoli stations, two Bagnoli stations, etc. Lines 1 and 6 and the four funiculars are operated by Metronapoli.

Lines 1 and 6 are not very useful to the majority of Canadians as they serve areas most will have no need to visit. Line 6 only operates during the week and is very short. The funiculars however are very useful when exploring the downtown core. Line 2 is operated by Trenitalia and is quite useful; it connects to the Napoli Centrale station in Piazza Garibaldi, from where you can get on regional trains to explore Italy and beyond.

The Cumana/Circumflegrea line, operated by EAV, is interesting. It runs from Torregaveta in Bacoli to Montesanto downtown but takes two different routes, the Circumflegrea route and the Cumana route. The Circumflegrea only connects all the way from Montesanto to Torregaveta a couple of times a day, and during the winter even the Cumana line doesn't always go all the way to Montesanto! It's always best to ask if you're unsure when using this train line, or else you might find yourself stranded.

Buses

Naples has an extensive bus system that can seem overwhelming at first but it actually quite easy to use, although the buses are often overcrowded. Most bus stops list all the places that bus will go. Note that if more than one bus services a stop, you are expected to flag the driver down. Buses don't stop automatically at every stop, you must request the stop by pushing the "Fermata" button on board. Tickets are validated on board.

Tickets

Tickets may be purchased at some newspaper stands, bars, and at train stations. Tickets must be validated by inserting them into the machines located in the train

stations or on the buses. Passengers will be fined if they have not validated their ticket before boarding the train. If the validation machine is out of order, you must sign the ticket along with the date and time.

Tickets are sold as Semplice (one use) for €2, Orario (120 minutes) passes for €2.50, or as monthly and annual passes. They can be used to travel within Naples' city limits, and within some of the neighbouring communities on ANM and ACTP buses and streetcars, the Metropolitana and Cumana trains and funiculars.

Train schedules and additional information can be found at www.metro.na.it. Ticket information can be found at www.unicocampania.it.

If you have a regional train ticket or ticket for one of the small private lines (or any ticket without a specific train number, date, and time), just before you board your train, find the green and white machine (or in some cases the old-style yellow machines) and insert the end of your ticket. This prints the time and date of the first use of your ticket, and makes it valid for the journey. There are stiff fines for not validating your ticket.

Validation applies to regional train tickets or any ticket that does not have a specific date, time, and seat number on it.

Tips

Sometimes, on the Metropolitana Line 2, which runs from Pozzuoli to downtown, the train will end its run at the Campi Flegrei Station. You must change trains, or wait for the next train. Listen for announcements, or ask a Trenitalia staff member. If you see a lot of Italians changing trains, it probably means you should too! It is recommended that you purchase extra tickets, as ticket booths may be closed early in the evening or on Sundays. Beware of pickpockets on buses and trains, especially around Piazza Garibaldi.

TRAIN

Italy has an extensive train network and it is a great way to get around and see the countryside. Between major cities on the mainland there are le frecce, ("the arrows") the high-speed trains. These travel at 300 km/h, are comfortable, and usually very punctual. They are quite expensive though. Their slower counterparts (regionale

veloce, regionale and intercity trains) are much cheaper but you are not always guaranteed a place to sit and trains are often delayed.

Napoli Centrale (Naples Central Station) is the main railway station in the city of Naples and in southern Italy

For more information, including schedules: www.trenitalia.com

Travel Vocabulary

Where is the station?	Dov'è la stazione?
A return to....	Un andata e ritorno per...
One ticket.	Un biglietto.
How much is it...?	Quanto costa...?
Is this the train for...?	E questo il treno per...?
When does the boat leave?	Quando parte il battello?
Is this seat taken?	E occupato?

TAXIS

Naples has a large number of taxis operating 24 hours a day. The best advice is to negotiate the fare with the taxi driver before starting your journey. Authorized taxis are yellow and white and have meters that are programmed to show the basic current fare. In addition to the basic fare, there are surcharges for, among things, night service (between 22h00 and 07h00), suitcases and/or trunks, and holiday service. There is also a surcharge for calling Radiotaxi (570-7070 or 556-4444). Only one total fare should be paid regardless of the number of passengers. Taxis crossing city limits will charge double fare. Expect the taxi fare between Capodichino Airport and JFC Naples in Lago Patria to be around 50 Euros.

CAR RENTAL

Avis Rental Car Capodichino Airport Tel: 081 780 5790 Reservations: 199 100 133
GPS: N40.873884 E14.280960

Bulian Car and Body Shop (JFC Motor Pool) Phone: 081 721 2696

EUROPCAR Car Rental US Support Site Tel: 081 811 4172

Giuseppe Romano (Lago Patria) Owner: Joe Via Ripuaria 399 Tel: 081 839 1031

Gricignano Autoport (US Naval Support Base) Located behind the bowling alley Tel 081 811 6584 JFC Car Wash Located behind the gas station Tel: 347 241 1095

Luciano De Feo (Lago Patria) Via Madonna del Pantano 72 use GPS coordinates GPS: N40.905038 E14.059638 Tel : 328 465 1084 Email: lufly@live.it Used regularly by the Canadian community. He will come to you if your car breaks down and deliver you home.

Vergogomme (Varcaturro) for tires Owner: Antinio Salzano Via Ripuaria 326 Tel # 081 839 1031

TRAVEL ADVISORIES

Carry a valid Canadian passport, whether you are travelling or living in Italy or in any other foreign country. A Canadian passport is the only reliable and universally accepted travel and identification document available to Canadians for the purpose of international travel.

Exercise normal safety precautions. Remain vigilant and ensure that your personal belongings, passport and other travel documents are secure at all times. Keep a copy of your passport identification page, driver's license, train or airline tickets, and credit cards. Safeguard the originals.

<https://travel.gc.ca/travelling/advisories>

ADMINISTRATION

FISCAL CODE (CODICE FISCALE)

The most important action to take once the member arrives in Italy is to get the fiscal code which is required to obtain various contracts; telephone, house, electricity, gas, bank, insurance, etc.

The "codice fiscale" is a personal identification number (similar to the Canadian social insurance number), which is assigned by the Agenzia delle Entrate (Italian taxation office), and serves to identify every Italian citizen (or non-Italian citizen) in their dealings with Italian government offices and agencies, no matter where they reside. The "codice fiscale" is necessary for all fiscal or legal transactions and is valid for the holder's lifetime.

****Please see CAF Handbook for more information****

Bank Accounts and Financial Considerations

The Banco di Napoli branch on JFC Lago Patria speaks English and can assist you with your Italian banking needs and problems (unfortunately they do not guarantee to speak French). Bank accounts are offered to Canadians, as well as house insurance. Be sure to clearly request enough bank cards and /or for a credit card account. In Europe, not all online services accept a debit Mastercard, which is offered by Banco di Napoli, so having a credit card will help with advance travel reservations.

****Please see CAF Handbook for more information****

INSURANCE

Before leaving Canada it is important to ensure that your civil responsibilities have been taken care of, including insurance (life, medical (Level III), hospital). You do not have to worry about insurance coverage on contents that you have placed in Long Term Storage (LTS) as this is covered through the Government contract with DND for replacement cost value should it be damaged (ie. Flood, fire, etc.).

****Please see CAF Handbook for more information****

CRA AND RESIDENCY STATUS FOR SPOUSES/DEPENDENTS

Completing and submitting an income tax return from OUTCAN can be even more fun than doing it in Canada. In the past, there has been significant confusion regarding the residency status of spouses. Unfortunately, some CAF families have found out that choosing incorrectly can have a major financial impact. Many have found this issue confusing and have sought professional tax advice.

****Please see CAF Handbook for more information****

POSTAL SERVICES

POST OFFICE

Incoming and Outgoing Mail

The Naples community ships its mail to Germany, from where it is sent to Canada where it enters the normal Canada Post system. Because of this, sending and receiving mail works a little differently here.

Each military member is issued a mail box key and is assigned a mail box which is located in the Canadian Forces Support Unit Europe office at JFC. Mail items can be picked up any time from your mail box.

At Christmas time, Canada Post sends mail and parcels to Forces members posted overseas at no cost to the sender. You will receive notification in late October of this year's dates and instructions.

For mail being delivered from Canada to you in Naples, the following address should be used: Rank/Name, Initials CFSU(E), Det Naples P.O. Box 5045 STN FORCES Belleville, ON K8N 5W6

Mail from Canada requiring a signature for delivery: Rank/Name, Initials CFPO 5045 15 Westin Ave, CFPU Trenton ASTRA, ON K0K 3W0

For mail being delivered from Europe to Naples Rank/Name, Initials Work Telephone Number (so the delivery company can get a hold of you) Joint Force Command Headquarters Via Madonna del Pantano 80014 Lago Patria, (NA)

Personal Mail

Individual mailboxes are located at the Canadian Support Element in JFCNP HQ in Lago Patria. The Naples detachment does not operate a standard Canadian Forces Postal Office. Personal mail and parcels are sent directly from Belleville, ON to the CSE via FEDEX once per week normally departing Belleville on Friday and arriving in Naples the following mid-week. Outgoing mail has to be processed via CFSU(E) GK through the CFSE(E) Det Naples . Parcels sent to Canada must be arranged and paid by the members via the Canada Post web-site (www.canadapost.ca) using the "Ship-and-Click" application. Once completed, the parcel can then be left with the CFSE(E) Det Naples for processing. Any parcel shipped to or received from Canada will be covered by Canada Post for an amount up to \$100. It should be noted that the CFSE(E) Det Naples is not allowed to sell Canadian stamps, they must be ordered on-line by each member. It is recommended to bring some stamps with you prior to moving to Naples. The "permanent" stamps (one's without a \$ amount on them) are currently worth 85 cents each.

Canadian Forces Post Office

Your postal address in Belleville will be:

Rank/Name, Initials
CFSU(E), Det Naples
PO Box 5045 STN FORCES
Belleville ON K8N 5W6

If you need a physical address, either for banking or for a signature on delivery, the address is:

Rank/Name, Initials
CFSU(E) Naples, CFPO 5045
15 Westwin Ave Bldg 348
CFB Trenton
Astra, Ontario K0K 3W0

If mail or a package is being sent to the 15 Westwin address, it is recommended that you email postal@forces.gc.ca to inform them when and what to expect.

Don't forget your addresses

(From North-America): Rank/Name, CFSU(E), Det Naples, P.O. Box 5045 STN Forces, Belleville, ON K8N 5W6

(From Europe): Rank/Name, JFCNP HQ - Canadian Support Element, Via Madonna del Pantano, 80014 Lago Patria, (NA)

Mail/Packages requiring a signature (on-line ordering/registered mail): Rank/Name, CFPO 5045, 15 Westin Ave, CFPU Trenton, Astra, ON K0K 3W0

Italian Post Agency: If required, the following is some information regarding this subject: Counter Service 0830 – 1230 hrs, Mon – Fri. Services Provided: Paying of Bills, Electricity & Phone. Located in MWR – Community Centre. Contact number 2463.

We discourage the use of your rented residence as a delivery address. The CAF postal system, for mail from Canada, and the CFSU(E) Det Naples/JFC HQ addresses for mail from Europe, should be utilized so as to minimize operational security risks and theft

CHILD CARE AND SERVICES

Emergency Child Care Services

Planning for child care emergencies is vitally important. Both the Canadian Armed Forces and Military Family Services (MFS) have tools to support you through this process. Through the Military Family Services Program, Military Family Services in the United States and Europe facilitate access to short-term emergency child care services in diverse situations, in support of operational readiness.

A Family Care Plan is a mandatory Department of National Defence form that prepares families of Canadian Armed Forces members to be taken care of in case of unforeseen events, emergency callouts and planned deployment. By identifying primary and secondary caregivers who should be contacted in the event of an emergency or military tasking, your FCP supports your family in your absence. All Canadian Armed Forces personnel must complete the Family Care Plan (FCP) Declaration DND Form 2886. It isn't a legally binding document, but it is kept on the Canadian Armed Forces member's file. Family Care Plans are protected under the Privacy Act.

Essentially, the military Family Care Plan is a regularly updated exchange of information between your family and

a Commanding Officer. A completed Family Care Plan is designed to support individual and unit operational readiness. Remind your spouse to update theirs in their orderly room.

For more information about the Family Care Plan, visit **CAFconnection.ca** or contact the Family Information Line at **00-800-771-17722 (Europe)**.

Child Tax Benefits

SISIP Financial Services (1-800-267-6681) offers financial counselling which includes budgeting template Tax implications guide on relocation benefits for military personnel. The following link is only accessible to CAF members through the Defence Intranet: Tax implications guide on relocation benefits for military personnel.

URL: <http://www.cafconnection.ca/National/Programs-Services/Relocation/Resources/Financial.aspx>

PETS

Traveling from other EU country

Pet passport and health certificate from your vet are required. A Leptospirosis vaccination is required for pets upon arrival in Italy. Pet can be vaccinated prior to arrival.

Italian Pet Regulations

Registration of all pets is required within 10 days of arrival.

- *Shelter for pets is required;*
- *Pets may not be tied up and left unattended;*
- *Cats must be kept indoors at all times;*
- *Pets must be leashed during walks;*
- *Pets must always have access to food & water;*

- *Dogs & cats are required to be microchipped;*
- *Dogs & cats must be vaccinated for rabies annually. Rabies tags should always be kept on pets. The pet can be identified by its microchip or rabies tag if brought into a vet;*
- *Due to climate conditions, pets must be on heartworm preventative medicine as well as flea and tick control medicine at all times.*
- *Details on Pet regulations*
 - *[Canadian Food Inspection Agency:
www.inspection.gc.ca/animals/terrestrial-animals/exports/eng/1300388920375/1300388985791#petcom](http://www.inspection.gc.ca/animals/terrestrial-animals/exports/eng/1300388920375/1300388985791#petcom)*
 - *www.salute.gov.it/portale/temi/p2_6.jsp?lingua=italiano&id=4590&area=cani&menu=viaggiare*
 - *www.justlanded.com/english/Italy/Articles/Visas-Permits/Pets-in-Italy*
 - *<http://www.italia.it/en/useful-info/more-information.html>*

HEALTH SERVICES

GENERAL

Italy ranks among the World Health Organization's top 10 countries for quality health services, with the best healthcare facilities found in the northern cities like Milan.

There is no requirement to register for the National Health System in Italy. CAF members' medical expenses are covered by CF H Svcs C (O) Det GK clinic and dependents have comprehensive coverage through PSHCP. Information about dependents coverage can be found on the PSHCP website.

<http://www.pshcp.ca/coverage/comprehensive-coverage.aspx>.

Other than emergency treatment, all medical treatment starts with a family doctor. Once the doctor has suggested a course of action, you will be given a prescription or referral (Ricetta) which allows access to medicines from the pharmacy, hospital tests or visits to a specialist.

Visits to a hospital will require registering at the reception desk providing the following documents: ID card, referral and Health Card (PSHCP or Blue Cross card).

The Health team at CFSU(E) is able to provide support, education, and resources to the CAF community, including remote families. You can contact them at:

+49 2451 717 301

GKMedicalClinic@forces.gc.ca

EMERGENCY NUMBERS (SERVICES)

The US Naval Hospital emergency room is open 24 hours a day, 7 days a week for emergency medical care. It is fully staffed with emergency doctors, nurses and triage staff. The care in the emergency room is fast and thoughtful. You may also need to visit an Italian hospital located closer to your home. It is advisable that you determine your closest facility in case of emergency. All emergency rooms will accept you as a patient. You may wish to get in touch with an Italian-English speaker to help you communicate with staff in an emergency room. An ambulance can be reached by dialing 118 or the national emergency line 112. Ambulance companies will expect payment at the time of service.

HOSPITALS

The Canadian Forces have a memorandum of understanding (MOU) with the American Forces for health care in Naples. Upon arriving in Naples, you should go to the US Naval Hospital on the Gricignano support site to register your family for health services. You will be given a four-digit number, usually the birth month and date of the Forces member, which you will be asked to provide, along with your NATO ID card, in order to receive health services and appointments at the American health facility.

Public hospitals in Naples are grouped into three main telephone switchboards: (081) 254 7111, (081) 254 2111 and (081) 254 5111 which are staffed 24/7. For emergencies, dial 118. Note that ambulances are not always available.

By flashing your lights, honking, and waving a white cloth outside of your car, you will be considered an "emergency vehicle" if transporting a patient to hospital.

US NAVY Hospital US Support Site, Gricignano de Aversa GPS coordinates
N40.989986 E14.248178

Ospedale San Maria Delle Grazia Contrada la Schiana, 17 081 855 2111 GPS coordinates N40.849524 E14.073103

Ospedale Pineta Grande Via Domitiana km 30,00, 81030, Castel Volturno CE Pinetagrande.it 082 385 4111 GPS coordinates N41.018043 E13.953530 Some staff members speak English and French

PHARMACEUTICAL SERVICES

If issued a prescription by an American physician, the prescription will be electronically communicated to the pharmacy within the support site health care facility. Go to the pharmacy, located in the center of the ground floor of the health care building, and check in for your prescriptions. It takes just a few minutes to prepare, and all pharmaceutical services and consultations are the same as in Canada.

On the economy, pharmacies or farmacias are easy to find. They are usually indicated with a green cross above the door.

Usually you have to push a button to be admitted to the store, for security reasons. Pharmacies sell prescription medications, "over the counter" medications like cough syrup, oral care products, sunscreen, and baby items.

While not open on Sundays, some commonly requested "over the counter" contraceptives, feminine products and baby items may be available from a vending machine outside the pharmacy.

Some pharmacies around JFC are:

Lago Patria: Via Staffeta, near Fabio Area Moda Hair Salon

Varcatuo: Via Ripuaria, between Via Madonna del Pantano and the Tangenziale

Licola / Monterusciello / Pozzuoli: Farmacia La Schiana, Via Montenuovo Licola Patria (near the hospital round-about)

DENTAL CLINICS

Dental services may be available at the US Naval hospital at Gricignano. However, American active members are the priority for dental care and so NATO members and their dependents may find it difficult to get an appointment. The status can and does change, so keep trying for an appointment. Call 081 811 6007/6008 for appointments.

For dental services you must begin by seeing a dentist for a check-up. At that time you will be given x-rays and a dentist will consult with you. S/he will then recommend your follow-up treatments (ie. Hygienist, etc.).

Italian dentists used by Canadians on the economy:

Dentist Dr. Marra Roberto, Centro ORIS I Trav. Licola Patria, 2 Arco Felice, 80072 (speaks good English) 081 866 3050

Orthodontist Dott. Giandomenico Viglione studiooris@libero.it Centro Oftalmico Internazionale SOVIET Via Staffeta, 87 Lago Patria 081 509 1021 centrosoviet@libero.it

Studio Odontoiatrico Prof. Alfredo De Rosa Via Staffeta, 51 Loc. Lago Patria 081 509 1319 www.dentalcenterderosa.it

SOCIAL SERVICES

The following options are available to military members and their families for access to psychosocial or mental health resources:

Social Worker

You can reach the MFS(E) Social Worker Andrea Liss at:

Liss.Andrea@cfmws.com

+49 (0) 2451 717 206

You can reach the CAF Formation Europe Social Worker, Maj Samantha Thompspon, MSW, RSW at:

Samantha.thompson@forces.gc.ca

+49 (0) 172 7665937

Padre

There are three Padres serving the families in Europe, and they are also available for consultation:

<p>Maj Gerson Flor Senior Chaplain</p> <p>Located in Casteau (Belgium) Responsible for Central Europe (Netherlands, Germany, Poland, France, Belgium)</p>	<p>Lt(N) Lesley Fox Located in London (UK)</p> <p>Responsible for UK and Northern Europe (Estonia, Finland, Lithuania, Norway, Russia, Sweden, Switzerland)</p>	<p>Capt Dany Perreault Located in Naples (Italy)</p> <p>Responsible for Southern Europe (Spain, Italy, Turkey, Romania, Greece, Austria, Serbia)</p>
<p>Gerson.Flor@forces.gc.ca +32 492 72 26 86</p>	<p>lesley.fox@forces.gc.ca +44 (0) 18 95 61 30 22</p>	<p>dany.perreault2@forces.gc.ca +39 345 080 5673</p>

CAF Member Assistance Program

Military members and their families can also contact the CAF Member Assistance Program at +1 800 268 7708. This is a voluntary and confidential service that allows callers to speak with a professional counsellor and is available 24 hours a day, 365 days a year. Please note that Canadian toll-free numbers are not free when calling from another country, but the CAF Member Assistance Program will also accept collect calls at +1 613 941 5842.

Family Information Line

The Family Information Line offers confidential assistance and supportive counselling 24/7. When you call you will be connected to one of their experienced professionals who can connect you with local and national resources. The Family Information Line can be called toll free, from Europe, at 00 800 7711 7722.

Local Resources

Military families can also access resources in their community, as recommended by their doctor or other sources, but they should ensure with their Public Service Health Care Plan that they will be covered for the services they are considering. For their

services, military members are required to go through their medical system or the CAF Member Assistance Program.

A. A. Meetings

Information on Alcoholic Anonymous meetings in Europe or online is available at <https://alcoholics-anonymous.eu/>

EMERGENCY INFORMATION

PUBLIC SAFETY AND SECURITY

While living in Naples, you may find yourself in a situation where you need help. Whether it is a vehicle incident or an environmental situation such as an earthquake, you should have the correct contact information and vocabulary. Emergency Phone Numbers are listed in this booklet and a Phone contact card is provided to all newcomers; see the MFS(E) if you do not have one.

Please also become familiar with the CANSAFE plan (the Canadian Support Element can direct you to more information).

A directive has been issued by the Commander Formation Europe that CAF members will maintain a very low level of CAF visibility outside garrison bases. This means that members travelling to and from work must do so in civilian attire and change at their place of work.

There are safe communities located in the area of the International School. However, even when living in a relatively safe area, there is a need to be aware of your surroundings. Blinds should be closed when not home and doors locked at all times. Criminals view EXPATS as people with comfortable financial means and wait for an opportunity to take advantage of complacent security on home and vehicles.

Operations Security is always a serious matter and we never know who may be listening to our conversations. It is always smart to keep a low profile and not direct too much attention to yourself individually or as part of a group of Canadians. Be aware of the conversations you are having and if they might be of interest to someone attempting to collect intelligence or information about our whereabouts,

operations and places that EXPATS gather. People will be very curious about why you are living there as there is not a large Canadian community. It is not advised to be open about why you are here or talk about CAF matters where your conversations can be overheard. This cannot be stressed enough, specifically regarding dependants.

Canadians will always be viewed as tourists. The way we dress and speak North American English always gets the attention of the locals, which may result in being a target. You should be wary of are people who are trying to take advantage of that. Services like taxi's should only be hired from reputable sources.

Should you have an issue where the local police have been contacted, please inform the CFSU(E)MP Det. If you experience a break and entry to your home or car, it is important to contact local police and then the CFSU(E) MP Det shortly after. If you have had military issued equipment or kit stolen, the MP will conduct a police report for your records and loss report.

EMERGENCY CONTACTS

Italy

Italian Police - Polizia (Emergency)	113
Carabinieri- Italy-wide	112
Central Napoli Carabinieri (English available)	081 721 2688
Ambulance/Fire (Emergency)	115
Italian Ambulance	118
US Emergency (Fire Ambulance, Security, Translation)	081 568 4911
Italian Road Assistance	116
Towing (Giovanni)	338 227 8164

Hospitals

US Hospital Emergency	081 811 6150 / 6154
US Hospital Central Appointments	081 811 6000

US Dental	081 811 6007 / 6008
Clinic Capodicchino Dental Clinic (Military Members)	081 568 4644 / 5987
Hospital Santa Maria delle Grazie (Pozzuoli)	081 855 2111
	081 855 2172

Military Family Services Europe (MFS(E))

Manager (Nadia Ottaviano)	081 509 6663
Community Service Providers	081 509 6663
Military Family Services Family Info Line	00-800-771-17722

Detachments

Canadian Support Element (CSE)	081 721 2376
	081 721 3276
CO's Office	081 721 2387
Postal Clerk	081 721 5309
PSP Coordinator	081 509 6500
Duty Officer CFSU(E) - After Hours (GK)	0049 1725 345900

Important Numbers

AJAG (E)	0049 2451 717165
Social Worker (GK)	0049 2451 717301
CFSU(E) Duty Officer	+49 (0) 1725 345 900
CFSU(E) Chaplain (SHAPE)	+32 (0) 65 44 6179
	0049 272 2686
Canadian Forces Member Assistance Program (dialing 001 is not required with this number)	800 875 070

Embassy of Canada (Rome)

+39 06-85444-1

Via Zara 30,

Rome 00198, Italy

consul.rome@international.gc.ca

www.italy.gc.ca

www.canadainternational.gc.ca/italy-italie/offices-bureaux/embassy-ambassade.aspx?lang=eng

Consulate of Canada (Milan)

+39 02 6269-4238

3, Piazza Cavour, 6th floor,

20121 Milan, Italy

consul.canada.milan@gmail.com

ON THE ROAD

GENERAL

Italian rules of the road are regulated throughout the country. Although this country abides by all the rules laid out and followed by EU countries, some local customs can take some getting used to. Minimum age for driving is 18 years old for a car and motorcycle over 125cc.

Road Rules

- Cars drive on the right side of the road and overtake on the left. Unless otherwise indicated, always give way to cars entering an intersection from a road on your right.
- Seatbelt use (front and rear) is required by law; violators are subject to an on-the-spot fine. Infants up to 1 year of age and up to 20 pounds must be secured in a rear-facing car seat, which cannot be placed in front of an airbag. Helmets are required on all two-wheeled vehicles.
- Day and night, it is compulsory to drive with your headlights on outside built-up areas.
- It's obligatory to carry a warning triangle and fluorescent waistcoat in case of breakdown. Recommended accessories include a first-aid kit, spare-bulb kit and fire extinguisher.
- A license is required to ride a scooter – a car licence will do for bikes up to 125cc; for anything over 125cc you'll need a motorcycle licence.
- Motorbikes can enter most restricted traffic areas in Italian cities, and traffic police generally turn a blind eye to motorcycles or scooters parked on footpaths.
- Winter tires are required from 15 November to 30 April. Italian law requires that all drivers carry tire chains in their car or that they install Mud and Snow tires (M + S noted on tire wall) on their vehicle.
- The blood alcohol limit is 0.05%; it's zero for drivers under 21 and those who have had their license for less than three years.
- Cellphone use is not allowed while driving, except with hand-free device.

DRIVER'S LICENSE

Always carry your driver's license, vehicle registration document, and certificate of motor insurance. If your license does not incorporate a photograph ensure you carry your passport to validate the license.

Canadian driver's licenses are not accepted in Italy. Italian authorities will require member's and dependent's provincial driver license for the issue of an Italian translation. Canadian licenses must remain valid for the duration of their tour, and member and dependents must ensure that their province of departure will not invalidate their license during the course of their posting. International driver's licenses are not required for this location.

Please see CAF Handbook for more information

CAR INSURANCE

Depending on the rates of the province you left, car Insurance may, or may not, be more expensive, it depends heavily on the make, model, year of the car and the horse-power (kW) of the engine. The criteria that an insurance company requires to establish a policy are rank, age, marital status, auto make, model, style, horsepower, year of vehicle, blue book value, and title ownership. In order to secure the best rates, members must prove up to a 5-year claim free driving record. Insurance companies require a letter from the previous insurance company indicating that you have driven safely without a claim in order to be eligible for any type of discount. It is strongly recommended that you bring with you all original letters from the head offices stating your accident free record. You will only have 3 months to prove this record if you don't bring the letter with you on posting and it has been proven that getting the required documentation may take longer.

Practical advice: If your vehicle is not new or expensive, it might be best applying for HALF insurance instead of FULL. Half insurance would give third party coverage but if you are found at fault for an accident, or if the other party doesn't have insurance (not uncommon in Naples), you don't get any money for your car. Talk to the agent about your options.

VEHICLE REGISTRATION

Each individual must register their vehicles through the NSA Motor Vehicle Registration Office (MVRO). Once you register your car with MVRO you are in the Allied Forces Italy (AFI) system and you will be issued Italian cover plates free of charge. You will pay a one-time registration fee of 20 Euro. If you register more than one vehicle, the second and/or third vehicle(s) is/are subject to payment of Italian Road Tax, based on engine horsepower (HP) the taxes average from 25,00 - 300,00 Euro annually. This is a property tax, not a use-based tax and must be maintained for every second or third vehicle in order to have a valid registration. Additionally, every time your insurance certificate renews for your primary vehicle, you will be required to revalidate your registration in order to receive your tax-free petroleum products. Receiving fuel privileges requires all registered vehicles have valid registrations at all times.

EMISSION STICKER

European Green Zones

Germany (58 zones), France (28 zones), Belgium (3 zones), Denmark (5 zones), and Austria (6 zones) have Green Zones and corresponding stickers. If you will be driving in the Green Zones of those countries, you may need a sticker for your car. You can order a sticker for your vehicle from the links in this website:

<https://www.green-zones.eu/en.html>

FUEL CARD

You will be allowed a fuel Credit card which is exempt from Italian taxes and accepted only at AGIP/ENI gas stations throughout Italy. The fuel cost per liter is adjusted to approach the cost paid for fuel in the USA. This credit card can only be used for the first registered vehicle. Limits are applied and are linked to the number of cylinders of the engine (4 cylinders = 300 l/month, 6 and 8 cylinders = 400 l/month).

PARKING

Parking at US Navy Base Capodichino You are able to park at the base when going on holidays. If leaving your car for longer than four days, you are required to fill out the Long Term Parking Request. For more information please call: 081 568 5252 Fax: 081 568 4977 You can pick up your parking pass at the Pass & ID Office at the Capodichino Naval Base gate. Most international flights leave early, so pick up your pass before the day of your flight.

Pozzuoli Solfatara Train Station Pay Parking Area GPS: N40.827667 E14.126266

Pozzuoli Ferry Port *Pay Parking Area Take a Cumana line train from Torregaveta or Bagnoli (note: different station from Line 2) to the Pozzuoli station. Exit station and turn right. Walk past the fish market, which is a few blocks down on the right. Tickets must be purchased at the ticket office near the docks. Driving and parking at the Port is also easy. GPS: N40.823309 E14.117948

Most beaches are private pay beaches, where you will pay for parking your car

TOLLS

When traveling, be aware of toll costs. For some you pay a toll to go through the booth, for others you take a ticket and pay when you exit the toll road. The website <https://www.viamichelin.com/> is an excellent resource for calculating toll costs before a trip.

Telepass

A telepass is a device that attaches to window and debits your account when driving through a Telepass lane, a lane reserved only for telepass users. When you enter & exit the Autostrada, a camera scans the telepass without the driver having to stop the vehicle. This means that telepass users get through pay tolls much faster than cars that have to stop and pay.

DRIVING SPEED

Italian drivers tend to drive very fast and are quite aggressive but be careful because there are speed limits. Speed is monitored by cameras on the highways and tickets are issued automatically. Tickets are sent to drivers or car rental agencies in the mail.

Speed limits, shown below, are implemented rigorously. Radar traps are frequent and speeding and other traffic offences are subject to extremely heavy on-the-spot-fines.

Speed Cameras

When driving in Italy, if you see this one armed, hand-less policeman, or something like it, watch out because the traffic police are watching you. Some way down the road, and the picture above shows a freeway/motorway or autostrada, as they are known in Italy, there will be a traffic cop with a mobile speed camera device.



The Tutor System

On some Italian motorways, the "Tutor" is operating and what it does is track your average speed over various tracts of Italian highways. The system, which has been in place since 2005, has, apparently, so far been located in accident black spots. However, it is likely that drivers exceeding average speeds will receive a fine, or that speeding drivers will find a police patrol car on their tails. Note that the Italian police do use unmarked cars too, so slowing down may not help. And it is worth bearing in mind that the consequences of infuriating the Tutor system may not be known until a traffic violation notification drops silently through your letterbox, and such notifications are sent to all corners of the world, most often by registered mail.

PETS AS PASSENGERS

Italian Traffic Law article 169 is the one you want here and it is quite strict.

A small single pet (i.e. smaller than 25kg) can be transported as long as it does not distract or impede or endanger the driver or other road users. The pet must be in a carrier or attached to a special safety belt. A single pet larger than 25kg must be either in the back in a special container or cage, or separated from the driver by a metal grille or other type of secure dog guard.

You are not permitted to transport more than one pet unless they are in the appropriate cage or "container" or behind a dog guard at the back of the vehicle which must be a permanent structure installed and checked by a professional.

If caught breaking this law, you can be fined from 71 to 286 euros and get a point on your license.

ROADSIDE ASSISTANCE

The Automobile Club D'Italia (ACI) offers good coverage for towing services and a many other CAA-like services. Consult their local office, near JFC HQ Naples, for more information. It is recommended to go into their office to sign up for service, to ensure that you get the best plan for your needs. Their address is ACI, PIAZZALE TECCHIO 49/D 80125, Napoli, tel:081 7253811 <http://www.napoli.aci.it>

IF INVOLVED IN A CAR ACCIDENT

In the event you are involved in an accident, certain procedures must be followed. Check with your insurance company for more details. The steps to be taken will depend upon whether the accident is classified as minor (no deaths or injuries at the scene) or major (death or injuries at the scene).

BUYING OR SELLING A CAR

Buying

The cost is included in the on-the-road price of a new vehicle. The following documents are needed from the buyer: A residence certificate (Certificato di Residenza) (a non-resident may not buy a car in Italy except from a manufacturer, and with special conditions) A tax code (Codice Fiscale).

Selling

If selling the car to a private buyer or a dealership, an **act of sale (*Atto di Vendita*)** must be drawn up by a notary.

Provide the buyer with:

- Ownership certificate (*Certificato di Proprietà*)
- Car registration certificate (*Carta di Circolazione*)

If the car is to be passed to a dealership for resale, ask a notary to draw up an **authorization of sale (*Procura a Vendere*)**.

RESOURCES

The following three web sites provide some useful driving information for Europe and Italy.

- http://www.theaa.com/motoring_advice/overseas/index.html
- http://www.usag.vicenza.army.mil/sites/local/DOL/drivers_guide.pdf
- <http://www.aci.it/il-club/soci-in-viaggio/driving-in-italy/driving-in-italy-information-for-visiting-motorists.html>

HOUSING LOGISTICS

Compared to the houses and apartments in Canada, Italian homes are a bit different than what you might be used to. Cement walls with no insulation and beautiful marble floors throughout are common. Here is some basic information to help you enjoy your new home and the Italian lifestyle.

INTERNET/TELEVISION/MOBILE PHONE

Electricity, phone, and the Internet may not be as reliable as you are accustomed to. It may be a sunny day and you lose power, or it rains and your phone goes but you have Internet. There seems to be no rhyme or reason, but to expect it and to work around it is the answer. For example, have flashlights readily available and know where the electrical fuse or breaker box is located, in case your system requires a manual reset when power returns. A good tip is to check the breaker at the street if you do not have power and your neighbor's do before calling the company.

Your Wi-Fi will probably have a shorter range in Italy than in Canada due to the concrete and rebar construction of the houses. If your Wi-Fi isn't reaching all areas of your house, you can pick up a Wi-Fi range extender for less than 100€ that will enable Wi-Fi over a much longer range

Practical advice: It is very expensive to call home from your house phone directly. Instead it is suggested to purchase 5 Euro calling cards. They give you approximately 200 minutes of talking back to Canada but can be used for any international calls with different amounts based on location. You can also purchase monthly data plan, for example, €10 for 20 GB of data, and download phone apps such as, WhatsApp or Messenger. These are popular applications in Italy because you can call and text while using your data instead of a phone plan, which makes this the least expensive option. You can purchase them at the bookstore in Building C, JFC HQ Naples. Once you start to use the call (i.e. make first call) you normally have 30 or 60 days to use all your minutes or data, after which the card will expire regardless if you have used all your minutes.

Some houses have telephones permanently installed with bills submitted and paid through the landlord. All phone calls cost money based on distance and time. The Family Centre should be contacted if there is any problem with the service provided and the billing procedure. It is recommended that you keep track of when bills should be received and if they are not received, contact the Family Centre before the

service is cut off – bills are normally sent monthly, once service has been established.

Notes: If your phone is disconnected, people can still phone in but you cannot phone out

Phone service can be erratic, as it seems to be susceptible to breakdowns due to moisture and bad weather. This is especially true when it rains, however problems can also be caused by humidity and condensation.

Cordless phones are to be used with caution because it is extremely easy for anyone outside your home to utilize your phone lines whenever your cordless phone is in either inactive or standby mode. This applies to both those phones brought from Canada and those purchased in Italy. If your phone lines are pirated in this manner, there is no recourse - you are liable for the bill;

Pay phones are increasingly restricted to the exclusive use of phone cards.

VOICE OVER INTERNET PROTOCOL (VoIP) PHONES

Several Canadian families have used a VoIP phone, and this is worth investigating **before leaving Canada** (so you can keep your number).

With a VoIP phone, you can keep a Canadian phone number. This has a few benefits. Your family and friends can call you, and you can call them, without overseas long-distance charges. Besides cost, it is also less confusing for people who may not be used to European calling (like elderly parents). Keeping a Canadian phone number also can help when completing online forms, banking, registering on Canadian websites etc. And finally, if you want to keep a phone number for continuity, you can move a number to a VoIP provider when you move OUTCAN, then move the same number back to a Canadian provider when you return.

Which provider to use? There are several, with varying costs and services. MagicJack and Vonage are two of the big companies, but many other VoIP providers are out there.

INTERNET PROVIDERS

Possible Providers

- *ADSL: Tim, Wind, Vodafone, Fast Web, Trivenet, Infostrada; and*

- *Satellite: Telemar, Open Skies.*

To sign up for internet at the Cell Phone Store on post, bring a codice fiscale, orders and passport to make your installation appointment as soon as you sign your housing contract. The average time to get an installation appointment is 2-4 weeks from your request. However, they are cancelled often. Once installed, Internet can sometimes take 3-7 days to begin working.

Staying in touch with friends and family in Canada via e-mail can prove to be a strong morale booster when living in Europe. There are several internet service providers in the Naples area. ADSL is available in most of Naples' area, however the maximum ADSL speed will vary greatly, depending on your location. Your internet provider will be able to confirm the maximum speed available based on your address. Most popular internet providers in the area are Telecom Italia (www.alice.it), and Fast Web (www.fastweb.it). There is also a microwave internet connection option through WIPHONET (www.wiphonet.it) which is worth considering given its generally less expensive, wide access and rapid installation. The family center located in JFC Naples HQ can assist you set up your contract at no cost. Once you have installed Internet it is difficult to change options, so select your options carefully. You should likely discuss Internet options with your sponsor

TELEVISION

The Italian TV system is primarily composed of three powerful integrated media groups catching the largest part of the audience.

The first one, Rai, is the oldest Italian company, the state-owned broadcaster similar to what the BBC is in the United Kingdom. It has exclusively free-to-air channels with educational purposes for an all-inclusive audience.

The second largest company, Mediaset, its kind of television is mainly based on entertainment for adults, families and kids. It has 13 free-to-air channels and a pay TV platform called Premium, but it also operates on the radio and the press systems.

The youngest one is Sky Italy, Showtime has a wide portfolio of entertainment, sports and cinema channels and its financial assets are based on both subscriptions and advertisement.

CELL PHONE PROVIDERS

There are several mobile operators in the Italian market which offer postpaid packages as well as prepaid cards for those who want to use their phone without a contract. They include: AT&T, T-Mobile, Tim, Wind and Vodafone. If you are considering buying a prepaid SIM card, it is important to ensure that the phone is not locked by another operator.

Italian cell phone plans are very affordable compared to Canadian cell phone plans. For example, a monthly smartphone plan including 2 GB of data, 400 min, and 600 texts only costs about 18€ (\$27). Make sure that phone is "unlocked" before traveling overseas

- <https://www.justlanded.com/english/Italy/Telephone-Internet>

Cellular phones are a "MUST" in Italy, not only as a back-up to your regular phone service but also for security reasons. Cellular telephones are widely used in Italy and are available through a variety of sources including the NEX, MWA family center or directly from cell phone distributors like Vodafone or TIM. They tend to be cheaper to operate than a home phone. Some North American cell phones may not be compatible with the European system, so check before bringing over your North American specification cell phone. Phone cards, which are bought in 25 € blocks, provide you credit units to operate them. To purchase a new phone with your first phone card will cost you between CAN\$100 - \$200. Cell phones can be also be "recharged" with money at an ATM machine: Put your card in – go to RICARICA TELEFONICA, put in your PIN#, select TIM, VODAFONE, WIND, go to RICARICA CELLULARE, enter your cellular number under CLIENTE NUMERO, press PROSEGUI, press SI, choose the amount to recharge your phone (Seleziona il Taglio desiderato per a ricarica). Once you are done, press CANCELLA/ANNULLA (Red Button). They can also be recharged on-line through your Banco di Napoli account or simply at the Italian Post Office.

A second option used by some people is to use "easycall.it". It costs about 0.06 euro per minute and is charged directly to your telecom bill. Normally the first 20 minutes are free. A little more expensive if you phone often, however you don't lose the rest of the value of a card after reaching 30 days.

From time to time, Telecom Italia will offer unlimited international long distance for approximately 15 Euro/month. You should discuss either with MWA or your Landlord, depending on how you pay for your land-line telephone.

You can pay Telecom bills at any Italian bank (with fees) or the JFC HQ Naples Gas Station, post office, at the NEX (no fee) or on-line. Don't forget to keep all your paid receipts; this will simplify matters when closing your account prior to departure. You may also opt to use the service center located at the NEX to handle the management of payment. For a reasonable fee, they will ensure that your Telecom bills are paid in full thereby avoiding costly interruptions in services and reconnection fees.

Cell Phone Plans

- *Pay-as-you-go (Ricaricabile) plans are best;*
- *Plans are renewed every 4 weeks (not monthly);*
- *Most people don't use voicemail due to extra costs;*
- *Set up an online account to view/change the plan;*
- *There are no roaming fees in Euro zone;*
- *Pay more into the account to avoid SIM card fees; and*
- *When buying a plan, deactivate voicemail and SMS missed call notifications to avoid charges.*

ELECTRICITY

Electricity in Europe differs from electricity in Canada, in that the voltage is higher and the frequency is lower. In Canada our electricity is 110V 60Hz, while in Europe, they have 220-230V and 50Hz. Some electronics are not compatible with European power and require transformers, while others are dual voltage and only require a plug adapter.

To find out if an electronic is dual voltage, look for the electronic information on the product. This information is often found on the bottom or back of the product, or on its battery pack. If the input gives a range such as 100-240V 50-60Hz, then the product **is** dual voltage and works with both Canadian and European electricity. If the input does not give a range and only says 110V 60Hz, then it is **not** compatible with European electricity.

Dual Voltage

If your product is dual voltage, then all you need is a plug adapter in order to use it. Since the product is already compatible with the local electricity, all the adapter does is allow the prongs to fit the electrical outlets. If you use an adapter with a product that is not dual voltage, you will not only damage your product, but you may also cause electrical damage to the building.

Lamps are considered dual voltage; however, you will need to replace the light bulbs with European light bulbs.

Single Voltage

If your electronics only says 110V 60Hz, then it is not compatible with European electricity. In order to use it while in Europe, you will need to use a transformer. Transformers convert the local electricity to 110V 60Hz, so you are able to plug devices into it as if you were plugging them into a wall in Canada.



Most electronic devices have a prominent label that looks like this picture. On this device (a camera battery charger), you can see that after "Input" it says "110 - 240 volt", which means that it can be used with any voltage within that range, including the 110 volt standard in Canada or the 220-230 volt standard in much of Europe. All you'll need is a plug adaptor.



On this next label, you can see that this coffee maker is **NOT** dual voltage. It lists simply "120 volts". Other items may say "110" - anything in this range is a standard North American appliance. If you want to use something like this overseas, it will need to be on a transformer



In this final image, you can see that some appliances have a switch for use between higher and lower voltages. This can be used overseas with only a **plug adaptor**, but don't forget to flip the switch!

TRANSFORMERS

Transformers are created with different wattage ratings, so you will need to make sure you are using the correct wattage to handle what you are plugging into it.

The total wattage of appliances plugged into the transformer must be less than the wattage rating of the transformer. To find out the wattage of an electronic device, if it's not on the label, you can multiply the voltage of the item by the number of amperes (amps). For example, if the information on an item says 110V 60Hz 1A, you would multiple 110 (voltage) by 1 (amps) to get 110 watts.

There are also websites that have information on the approximate wattage of electronic and household appliances, for example,

- <https://www.wholesalesolar.com/solar-information/how-to-save-energy/power-table>

Do your research before choosing a transformer. If in doubt, buy bigger. Some items (like TVs) need a big surge of power when switched on, so go with three times the wattage (a 500W appliance might need a 1500W transformer). Items that produce heat (iron, hair dryer) will require more wattage.

Transformers that do not have an ON/OFF switch, or have a switch and are turned on, will consume energy while plugged in, and even if you do not have an appliance plugged into them. Therefore, you should always keep your transformers off or unplugged when not in use.

As part of your furniture claim, you can purchase and claim 50% of the cost of up to four transformers.

UTILITIES

ENEL (Hydro): Contact Maurizio at the MWA. 081 721 2210

House Gas: Contact Giulia at the Canadian Support Element office to book an appointment 081 721 2691.

House internet/landline: Contact Maurizio at the MWA 081 721 2210 or NEX Residential Services 081 813 5321 OR Housing Assistance: 081 811 4466 After Hours Emergency Assistance: 081 568 5547

APPLIANCES

You will find that your appliances are often smaller than what you are accustomed to in Canada. Many of your cooking pans may not fit inside the ovens in Italy. The washer and dryer are often much smaller and are often in the kitchen area. This can pose problems for washing typical Canadian bedding. During your HHT, examine the appliances of the house you choose. It may prevent you from bringing things that won't be suitable for Italy.

Building standards are not comparable with Canada. Houses are not built to withstand dampness and don't have exterior ventilation fans; therefore, periods of heavy rain are sometimes followed by mold growing somewhere in the house, but this is normally confined to areas around doors and windows, and basements. Furthermore, bathrooms can also develop mold if one does not open windows during bathing given the lack of exterior ventilation. Generally, rooms are large and have high ceilings. Floors are usually made of ceramic tile or marble and it is advisable to include throw rugs with your HG&E shipment or purchase them after arrival as the tile floors are cold in winter. Central heating is available in most modern structures, but it may be unreliable and have to be supplemented by additional space heater(s) during cold weather. Open log burning fireplaces are common. Houses are mostly classified as three-bedroom, although even a three bedroom home may have spare rooms that may be used as bedrooms.

Some points to be considered:

- (1) European clothes washers are very small: the capacity is about half of a normal North American washer;
- (2) European dryers: A load can take up to two hours to dry, and most are not vented to the exterior of the house. They usually have a condenser, which has to be emptied periodically throughout each drying cycle;
- (3) European electrical clothes dryers require a 6KW source of electrical power;
- (4) Cooking stoves are gas operated;
- (5) Some European ovens are very small and cannot accommodate roasting pans brought from Canada;
- (6) In Italy, unless specified in the lease, the tenant is responsible for all repairs to supplied appliances, including failures due to fair wear-and-tear

You can bring all your minor appliances and tools from Canada, but you will need transformers in order to convert the electricity. Depending on the appliance or tool, what you bring from Canada may not work optimally, or it may burn out. The outlets vary in Italy. Most are two or three-pronged outlets for different amperage. Plug adapters can be purchased at the NEX and Tony's Hardware (a small hardware store on JFC known for its excellent service – especially for newcomers!). Your light fixtures from Canada will function well but will require that you obtain an adaptor for the plug and that you change the lightbulb to one designed for 220V.

BEDS

You should note that sizes of beds and bedding differ between Canada and Europe. It may be helpful to purchase extra bedding prior to your move, or you may find that you have to have it shipped from Canada. If you plan on purchasing a bed while you are in Europe, do your research to ensure you will be able to find bedding that will fit upon your return to Canada.

WATER QUALITY

All houses rented through the NSA Housing Office are supplied with city water. As mentioned, the CAF does not consider Naples' city water potable/drinkable because of the high mineral content that exceeds Canadian specs; therefore, the provision of bottled water will be coordinated through the CFSU(E) Det Naples staff.

Practical advice: Water is considered non-potable for high mineral levels and not “bugs” – which allows some flexibility in using it for brushing teeth and cooking.

Practical advice: Products to eliminate lime scale (“calcare”): Italians do sell good products to eliminate lime scale and you should use them on a regular basis for coffee makers, steam irons, dishwashers, washing machines, toilet bowls, etc. Because of the high levels of minerals in the water, using Italian cleaning products is a good idea because they are adapted for their water type.

City Water and your lease: The water contract is the landlord’s responsibility. Rents must include water charges.

CLEANING

Regardless of how houses look on the outside, Italians take great pride on the cleanliness of the interior. Italian cleaning products work best with the hard water and will help your house look its best. For example, using a floor cleaning product that contains alcohol will cut through the dust and dirt to help give the ceramic floor a shine. See the list and description of preferred Italian cleaning products below for more information. There is also a workshop, “Italian Products and How to Use Them” offered in the Fall by the MFS(E).

Cleaning Products

SMAC Sgrassatore Good for removing greasy and soapy residue for counter tops, stove tops, tubs and shower stalls

SMAC Acciaio Cleans stainless steel

Fornet For ovens or grill

Lysoform For floors

Orphea – Salvalana For bugs in clothing, put in bins and closets

Cascade or Finish tablets For the dishwasher

Prill soap/liquid For the dishwasher

Sale per lavastoviglie Salt for the dishwasher

WC Net Fosse Biologiche For smells from the toilets/drains

Pulirapid or Viakal For calcium deposits

Calgon To eliminate calcium build up in the clothes washer

GARBAGE AND RECYCLING

At times, Naples area has a garbage management issue. Depending on where you live, you may get daily or weekly door-to-door pick-up, or you may have to bring your garbage to a central location. Recycling is mandatory in most areas and failure to recycle can result in a heavy fine. Even with the daily pick up of waste, garbage deposited at the side of the roads and streets is a fact of life here.

There is an elaborate recycling program to be followed. Each type of garbage or recycling is collected on a separate day, for the most part. Following the schedule should result in very little unrecyclable garbage.

Garbage and recycling pickup schedules and regulations vary by area. This is something to ask your landlord about.

CONSUMER RECALLS

As you will be purchasing local products, it is good to check the recall sites periodically:

- *Germany:* <https://www.lebensmittelwarnung.de/bvl-lmw-de/liste/alle/deutschlandweit/10/1>
- *UK:* <https://www.food.gov.uk/>
- *Norway:* <http://www.matportalen.no/verktoy/advarsler/##tabs-1-2-anchor>
- *Romania:* <http://www.ansvsa.ro/informatii-pentru-public/produse-rechemateretrase/>

EMPLOYMENT

WORKING FOR MILITARY FAMILY SERVICES OR PERSONNEL SUPPORT PROGRAMS

If you want to work for MFS and PSP while in Europe, you should bring the following information with you. It will be required to process your file to obtain the required security clearance to work in Europe. Having this information at your fingertips will speed-up the hiring process:

- *Copy of passport, SOFA or VISA stamp (some of those, you will get in Europe)*
- *Another form of government (federal or provincial) photo ID (birth certificate, Driver's License, etc.). If Government photo ID is not available a 3rd piece of photo ID (such as student ID) must be provided*
- *Five years of resident addresses along with proof (mail, bill, T4, etc.). The dates must be five years from the date of filling out the form back exactly five years from that date (i.e.: 24 Oct 2018 back to 24 Oct 2013)*
- *Proof of relevant education and professional qualifications (transcripts, diplomas, etc.)*
- *Proof of previous employment (back 5 years), (work agreements, T4s, etc.)*
- *Two References (names and addresses at least – reference letters are good to have as well)*

SPOUSAL/DEPENDENT EMPLOYMENT ASSISTANCE AND EDUCATION

Our Education, Employment and Training Program Coordinator creates and delivers programs such as the Youth Employment Preparation and the Adult Employability Programs. The coordinator also offers employment and training assistance to working age youth and adult family members. These services include; job search information and tools, career related training and programs, and one-on-one employment assistance (resume writing, cover letter, interview skills).

For information regarding education or employment please contact the MFS(E) Education, Employment and Training Programs Coordinator at MFSE.EmploymentEducationTraining@cfmws.com.

JOB POSTINGS

Civilian employment opportunities are published regularly on the CAF Connection Website:

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

LOCAL EMPLOYMENT

If you are interested in working for a local employer, your SOFA stamp/dependent status does not confer the right to be employed on the economy. This is entirely a matter for the host nation to decide and it is an individual's responsibility to seek permission from local authorities. The host nation embassy in Canada may be able to assist before departure or upon arrival, consult the appropriate department of the host nation government.

ADULT EMPLOYABILITY PROGRAM

If you will be looking for employment when you return to Canada, MFS(E) can help you to be well prepared through our Adult Employability Program. Through participation in a series of virtual workshops, you can receive help creating a strong resume, cover letter and career portfolio as well as learn and practice interview techniques.

VOLUNTEERING

An OUTCAN posting is a good opportunity to get involved with your community. Volunteer work not only helps support other CAF families and provides social networks and personal satisfaction, but it can help build your skill set and improve your resume.

YOUTH EMPLOYMENT PREPARATION PROGRAM

The Youth Employment Preparation (YEP) Program provides real-life workplace training and employment opportunities to the youth of the CAF members and Canadian Forces support personnel posted in Europe. YEP aims to assist youth -

between the age of 15 and 24 who are pursuing full-time studies – gain the knowledge, skills and experience to make a successful transition into the labour market. For more information on this program, see:

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

EDUCATION

While education for your children in Canada is a provincial responsibility, DND assumes this responsibility when you are posted outside Canada. This benefit ensures that your children are provided with an education comparable to that of Canada, to the level of Ontario grade 12. All relevant information on the process to follow for the selection and registration of your dependent children in local school will be provided through your OUTCAN screening process. You should opt to visit the schools during your HHT. Please note that French language school facilities are very limited and may not be approved for APS18. One school located downtown Naples offers such services and terminates at the equivalent of grade 8 (Ecole française de Naples). No bus transport is available; however, a request can be submitted to CFSU(E) Selfkant-Kaserne to request financial support for the transport. Regarding English language schooling, there are several options that may be available, although this will most likely change before APS17. Your sponsor will provide you with the details.

SCHOOLS

Local Schools

Istituto Teodoro Monticelli

80014 Parco Mazzola, Lago Patria

Web site: <http://www.istitutomonticelli.it/tm/>

Istituto Teodoro Monticelli opened in September 2012. It offers education for Primary school (K to 8). It is entirely privately financed. Its educational mission is to guarantee didactic growth by offering the possibility of interdisciplinary experiences. Its main goal is to educate curious, responsive and interested students, capable of expressing their full potential. The building itself has been certified in accordance

with Italian safety codes specific to school buildings. It is not accredited by any school authority or ministry of education nor is it inspected by any educational authority. Teachers are hired by a recruitment agency and are mainly American, Irish or British.

École Alexandre Dumas

Via Francesco Crispi 86, Naples

Web site: <http://efn.ac-grenoble.fr/>

École Alexandre Dumas started during the 1950s with a group of NATO parents creating a little French school where most of the courses were done by correspondence. In 1972 the school was officially opened to all nations. In 1989 the school became part of the AEFÉ. It follows the French National curriculum from maternelle, école élémentaire, to college (grade 9). The school is regularly inspected by the AEFÉ and receives its entire funding from the French Government. Students take French National exams. Students also have the opportunity to study Italian following the expectations of the Italian Ministry of Education.

Department of Defense Education Authority (DoDEA)

Naples American Elementary, Middle, High School (DODEA)

Naples Italy

Web site: <http://www.napl-es.eu.dodea.edu/>

Naples American School is part of the DODEA system. It follows DODEA curriculum from kindergarten to grade 12. School funding comes from the U.S. Department of National Defense through the DoDea system. High school students graduate with a DoDDs diploma. Students also take Terra Nova standardized tests as part of the CSI (Continuous School Improvement) plan. Students in the secondary panel sit PSATs and SATs. The school offers Advanced Placement programming at the secondary panel and gifted programming. There are both ESL and Special Education experts on campus. Students learn Italian as a second language. Teaching staff is recruited through DODEA. All regular permanent teachers must have teacher qualifications. Supply teachers and local hires are not necessarily fully qualified teachers.

The elementary school operates from kindergarten to grade 6. The average class size is approximately 20 students. There is a strong focus on literacy and numeracy. Teaching is curriculum driven and generally child focused. Teachers evaluate using DODDS standards. Teachers provide descriptive feedback on written work. There is an emphasis on pen and paper types of evaluations and project based learning incorporating media communication and 21st century critical thinking skills. The school is extremely well equipped, with SMART Boards, media centres, music rooms, gymnasium, a library, and playing fields. Classrooms are well resourced.

The secondary school is divided into a middle school and a high school. The curriculum is varied including academic, technical and applied streams. Science classrooms are well equipped. The library is well equipped. There is a media centre, guidance area and state of the art gym facilities.

International School

The International School of Naples

Bagnoli

Website: isnaples.it

The international School of Naples is located on the grounds of the former NATO base in Bagnoli and welcomes Italian students as well as students of military parents working for NATO. It is the only school in the Campania region to be accredited by the Council of International Schools.

The school follows the American curriculum and is one of the few schools offering, up to grade 9, the opportunity to follow the American and Italian curriculum at the same time. The educational mission of the school is to provide a quality and engaging curriculum which instills a life-long passion for learning in students, and supports, inspires and empowers them to be successful individuals.

Please visit CAF section on Canadian Armed Forces Overseas Schools:

<https://www.cafconnection.ca/National/Programs-Services/Children-s-Education-Management/Outside-Canada/CAF-Overseas-Schools.aspx>

IMMUNIZATION

Bring with you from Canada the immunization (vaccination) records for you and your family members and make sure they are up-to-date. All children entering Italian public schools must have had a series of immunizations. Failure to provide proof will result in children not being allowed to attend school. Check with the child's doctor for guidance on vaccinations required in Italy.

ITALY	Birth	Months					Years		
		3	5-6	11	13	15	5-6	11-18	>65
Diphtheria		D	D	D			D	d	
Tetanus		TT	TT	TT			TT	TT	
Pertussis		acP	acP	acP			ACP	acp	
Poliomyelitis		IPV	IPV	IPV			IPV		
Haemophilus Influenzae type b		Hib	Hib	Hib					
Hepatitis B	HepB	HepB	HepB	HepB					
Pneumococcal		PCV	PCV	PCV					
Meningococcal					MenC			MenC	
Measles					MEAS	MEAS	MEAS	MEAS	
Mumps					MUMPS	MUMPS	MUMPS	MUMPS	
Rubella					RUBE	RUBE	RUBE	RUBE	
Varicella							VAR		
Human Papillomavirus							HPV		
Influenza									TIV

General Recommendation

Recommended for Specific Groups Only

Catch-up

HepB- HB immunoglobulin
 D- Diphtheria toxoid
 TT- Tetanus Toxoid
 acP- Acellular Pertussis
 IPV- Inactivated Polio Vaccine

Hib-Haemphilus influenza conjugated vaccine
 PCV- Pneumococcal conjugate vaccine
 MenC- Meningococcal conjugate vaccine, group C
 MUMPS- Mumps Vaccine
 RUBE- Rubella Vaccine

VAR- Varicella vaccine
 HPV- Human Papillomavirus Vaccine, two doses
 TIV- Trivalent inactivated influenza virus
 MEAS- Measles Vaccine

CHILDREN'S EDUCATION MANAGEMENT (CEM)

For school-age children and benefits associated with university-aged dependent children studying in Canada, the Children's Education Management Officer for Europe, Nathalie Gagné, should be your first point of contact. Her contact information is: +49 2451 717 164 or Nathalie.Gagne@forces.gc.ca.

For full information on education OUTCAN, please visit Children's Education Management on CAFConnection.ca

- <https://www.cafconnection.ca/National/Programs-Services/Education-and-Training/Children-s-Education-Management.aspx>

SCHOLARSHIP AND BURSARY INFORMATION

A variety of scholarships and bursaries are available to serving and former Canadian Armed Forces members and their families. These scholarships and bursaries are funded by educational institutions, government partners and charitable organizations and are not administered by MFS(E). More information can be found here:

- https://www.cfmws.com/en/SupportOurTroops/Programs/Documents/Scholarship_e_FINAL_25%20Mar%202013.pdf

The European Fund (EF) Academic Program is established to recognize the academic accomplishments of students graduating from high school who are dependents of European Fund Members and to encourage students to continue towards post-secondary studies. All students accepted and attending a recognized post-secondary institution will receive €500.

- <https://www.cafconnection.ca/Europe/Programs-Services/Education-Training/Academic-Scholarship.aspx>

POST SECONDARY EDUCATION

An OUTCAN posting can be an ideal time to continue your education, whether through part-time or full-time studies, working towards a degree or certificate, for professional development or taking a special interest course for fun. Studies can be done in person at local colleges and universities or on-line through a variety of institutions.

If you plan on studying with a local university or college, be aware that Canadians may have to pay overseas (international) student fees and these fees can be double or triple what a local student will pay. Check with the institutions to see if part-time studies lower these fees.

Local Institutions

The Canadian Information Centre for International Credentials (<http://cicic.ca>) can provide you with information related to Canadians studying abroad or returning to Canada with foreign credentials.

If you are looking to continue a degree that you started in Canada, transferring credits or studying on a Letter of Permission from your Canadian university can be challenging due to differences in the educational systems. Do some research into programs available at your local universities and colleges, attend open days, and connect with their international admissions department to see what options are available to you. Your Canadian university may also have information about studying abroad.

If you choose to pursue an educational program locally and intend to use it professionally, you must ensure that it is an accredited program and your diploma/degree will be recognized in Canada. If there is a governing body for your line of work in the province you will be returning to (i.e. teaching, nursing, accounting) you should check with them to determine how they view foreign qualifications. If you plan to continue with higher education upon returning to Canada, you may want to contact the Canadian institution you are interested in attending in order to see how they will assess your foreign education.

Distance learning in your local community may be available; however, if distance learning is your desired method, it may be easier (and cheaper) to go through a Canadian institution.

Canadian Institutions

Many Canadian universities and colleges offer distance education programs. The delivery of these programs can vary based on the institution or field of study, for example, some programs are offered completely online, some may require you to have proctored exams, while others may require you to visit the institution in person periodically.

When choosing a program, it is important to make sure that it is offered through a recognized, authorized, registered and/or licensed educational institution.

To check the current status of an institution you can use the following search tool:

- <https://www.cicic.ca/868/Search-the-Directory-of-Educational-Institutions-in-Canada/index.canada>

For more information on this directory please visit:

- <https://www.cicic.ca/871/Read-more-information-about-the-Directory-of-Educational-Institutions-in-Canada/index.canada>

ENTERTAINMENT & LEISURE

FAMILY LIFE AND RECREATION

International Spouses Club (ISC) ISC organizes events and recreational activities so members can meet, learn about each other's country and experience what Italy has to offer. Some activities include country sponsored luncheons, tours, coffees, language and cooking classes. Facebook: International Spouses Club (ISC) Naples, Italy

Morale, Welfare and Recreation (MWR) This American association offers day trips and short vacations throughout the Naples region and Italy. They also oversee the Volcano magazine and recreational programs at the US Naval Support Site and Gaeta. <http://www.naplesmwr.org> Navy Outdoor Recreation (NOR) NOR centers rent camping equipment, bicycles, ski equipment, party equipment, etc. and organize outdoor recreation activities such as rafting, kayaking, ski and hiking/trekking trips. FB: NSA Naples MWR Carney Park, 081-526-1579 or 081-526-3395 Support Site (adjacent to the Auto/Wood Skills Center) 081-811-4947

At the Villa Maple Leaf, a variety of sports equipment can be signed out through PSP Exercise ball Table Tennis Exercise mats Television and DVD Player Elliptical Treadmills Free weights Universal Weights Reebok Step Weight Scale Stationary Bike Washrooms and Showers

Carney Park Cabins Horseshoe Pits Campground Outdoor Pool & Water Slides Fitness Classes Picnic Areas Fitness Yurt (small Playgrounds assortment of fitness Sports

Fields (softball, soccer) equipment) Tennis Courts Golf Course (9 Holes) Snack Bar Enclosed Dog Run Paintball Archery Orienteering

JFC Membership is free to NATO staff and their dependents (16 years +, accompanied by an adult) *All civilians, including retirees and military dependents, must provide a valid medical certificate to the fitness center to be kept on file.

Aerobics Room Outdoor Pool Basketball Court Stretching Room Cardio Room Weight Room Handball & Racquetball Outdoor Track Locker Rooms Tennis Courts Sauna Walking / Running Path Spinning Classes Tae Kwon Do Masseur Office

LOCAL ATTRACTIONS

Naples is southern Italy's great city, pulsing with life, full of wonderful buildings and museums and flanked by an idyllic bay. Capital of the region of Campania, it is as much famed for its citizens as its monuments, and there is nowhere else in Italy where you can find such a level of life lived on the streets, or such a stark demonstration of the north-south divide. With more than a million inhabitants, Naples is a big, sprawling city, so be prepared to walk; the upshot will be some fascinating discoveries and fabulous views.

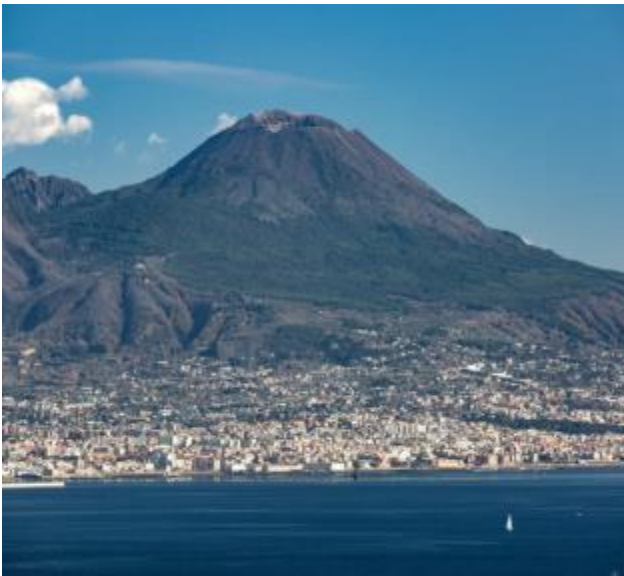
Here are only a few of the many attractions and landmarks Naples has to offer:



The National Archaeological Museum (Museo Archeologico Nazionale) is one of Naples' leading tourist attractions. The museum contains a large number of sculptures, paintings and artifacts that were recovered from Pompeii and Herculaneum. Pompeii was a city that was frozen in time in AD 79 when Mount Vesuvius erupted. Among its works of art, the museum also contains Roman sculptures from the Farnese collection.



Opened in 1737, Teatro di San Carlo is the oldest working opera house in the world. Opera season runs from January to May while ballet takes place from April to June. Classical concerts and events are also scheduled throughout the year but if a live performance doesn't appeal, take a guided tour instead – with a frescoed ceiling, gilded stucco detailing and red velvet upholstery, the venue is simply breathtaking.



The Mount Vesuvius ranks among the most explored and well known volcanoes on earth. Nowadays it is a very popular tourist attraction, even though know one knows when it will again awake from its sleep. On clear days you can see the silhouette of the gigantic mountains of the volcano from the whole Bay of Naples. There are trails that lead up the final 200 meters to the rim, which can be followed along its entire perimeter. As you would expect, the views are spectacular.

Archeological Museum. Piazza Museo, Ph.# 081-440-166.

This archeological museum is one of the most important in Europe. It houses principally the Farnese collection including bronze statues, marble mosaics, paintings, furnishings and other items uncovered in the excavations of Herculaneum

and Pompeii, destroyed by the eruption of Vesuvius in 79 A.D. Other finds from Cuma and other ancient sites in Campania are stored here. It also houses the Borgia Collection of Etruscan and Egyptian relics, and the Santangelo Collection of antique coins.

Times: weekdays 9 am – 7.30 pm; week-ends/public holidays 9am – 7.30 pm; Closed on Tuesdays.

Capodimonte Museum & Picture Gallery. Park of Capodimonte, Ph.# 081-749-9111.

This was a hunting lodge and grounds of the Bourbon Kings of Naples. It houses the National Picture Gallery, with many pictures by Titian. The grounds are extensive with many ancient large trees.

Times: weekdays 8.30 am – 7.30 pm; Sundays 8.30 am – 7.30 pm; Closed on Wednesdays.

Duke of Martino National Museum. Located in the park called Villa Floridiana, in the Vomero area of Naples.

Contains valuable collections of European, Chinese and Japanese china, and collections of majolica, enamels and ivory.

The Prince Aragona Pignatelli Cortes Museum – Riviera di Chiaia, Ph.# 081-761-2356.

Furniture of the 1800s, porcelain, furnishings, art collections of the Bank of Naples.

Times: weekdays 8.30 am – 1.30 pm; Saturdays 8.30 am – 1.30 pm, 4 pm – 7 pm; Closed on Mondays.

Civic Museum of Castel Nuovo (also called Maschio Angioino). Piazza Municipio, Ph. # 081-4201241.

This museum contains 14th and 15th century sculptures and frescoes in the Palatine Chapel. On the three floors in the South Wing there are paintings, silver and bronze objects from the 15th to 20th century on display.

Times: Monday to Saturday 9 am – 7 pm.

Royal Palace Piazza Plebiscito, Ph.# 081-794.4021.

Magnificently decorated halls and rooms containing original Bourbon furniture, paintings and statues. The palace also houses the National Library with several collections, including 2000 papyri uncovered at Herculaneum.

Times: weekdays and holidays 9 am – 8 pm; Closed on Wednesdays.

Pompei and Herculaneum (Ercolano).

These two cities were destroyed when Mt Vesuvius erupted in 79 A.D. In both towns you can visit the excavated remains. (Drive approx 25 km from Naples on the Autostrada Napoli-Salerno or take the Circumvesuviana) Open every day from 8.30 am to 7.30 (from October to February 5 pm). There is an admission fee.

Oplontis: Torre Annunziata, Via Sepolcri, Ph. # 081-862-3163.

Mt. Vesuvius.

(Same distance and same Autostrada exit as Ercolano).

The mountain drive is about 12 km on a narrow road. $\frac{3}{4}$ up the mountain you will dead end to a parking lot. (parking costs). Walk following the trail to the crater. There is also a small charge to go to the top.

The Caserta Royal Palace:

(approximately 22 km from Naples, taking the Naples-Rome Highway towards the Rome direction).

This was the residence of the Bourbons; it is a structure very similar to the Versailles Palace and the Royal apartments are worth to be seen. The structure is surrounded by a 3-km long garden with lawn, plants, small roads, fountains, waterfall and small lakes very relaxing to walk through.

Ancient Town of Caserta:

10 km to the north-east of Caserta lies Caserta Vecchia the original medieval hill town, which includes the remains of a 9th century castle and a 13th century cathedral. Just before entering the town you will see a huge tower which is the symbol of Caserta Vecchia; such tower is the official entrance to the town whose roads are narrow and stone paved. After having toured around the town you can

stop and eat in any of the many small restaurants located within the Ancient Town, where they serve typical Caserta recipes.

How to get there:

Bus: CPTC buses connect Caserta with Naples (Piazza Garibaldi) about every 30 min. between 8 am and 8 pm.

Vietri

(Distance approx 50 km) . Perfect for ceramic lovers.

Sorrento: On the southern coastline of Naples Bay. The coast from Sorrento to Salerno, including Ravello, Amalfi, Positano, is a mecca for those who love beautiful scenery. The famous Island of Capri. Of the islands of the Bay of Naples, Capri is the only one not of volcanic origin in the almost exclusively volcanic area. The 11-km island supports a population of about 12,500, distributed between the two townships of Capri and Anacapri. The island is approx. 6 km long and 3 km wide and has a coastline of about 17 km. The simple road network runs along the main axis between Capri and Anacapri with few side roads and can only be travelled by local residents; the island has been declared a pedestrian zone, especially as a means of protecting the countryside. Charming local towns, extraordinary hospitality, and excellent well laid-out tourist facilities: Capri attracts visitors from all over the world. The most famous places to visit are the "Grotta Azzurra" (Blue Grotto) and the "Bagni di Tiberio" (Tiberian Baths).

The Island of Ischia

Is the largest island in the Bay of Naples, and one of the greatest tourist attractions in Italy. The natural history of Ischia has been characterized from many years of eruptions and earthquakes. The volcanic nature is evidenced by fumaroles and thermal springs. It is now a destination for modern bathing and SPA health resorts; old fishing villages; comfortable beaches; hills covered with vineyards, beautiful view from the top of Monte Epomeo; landscapes and cliffs. To see are the: Aragonese Castle, the Sea Museum, the Madonna delle Grazie known as the San Pietro Church, the Cattedrale dell'Assunta, many other churches, and the Seminar Palace. Also worth a visit, is the small town of Lacco Ameno, the Casamicciola bathing resort, the old town of Forio, or the small islet of Sant'Angelo.

Island of Procida

Procida is the smallest island between the three islands in the Neapolitan Gulf, and many geologists think there was an ancient connection between Ischia and Procida.

The little integrated island of Vivara boast the most ancient documented history in the Campania region because of the human remains from the Neolithic period. Of volcanic origin, as all the flegrean zone to which it belongs, Procida conserves the old craters, now in part eroded, the cirques of the Chiaiolella, the Carbonchio and the Old Sink. The discovery in Vivara of Mycenaean ceramics leads us to the Greeks as first inhabitants of the island with unavoidable native presences.

The islands Capri, Ischia and Procida can be reached from: Naples by ferry (Molo Beverello) in approx. 1 ½ hrs; by hydrofoil (Mergellina, Via Caracciolo) in approx. ½ hr Pozzuoli (only for Ischia & Procida) by ferry (Pozzuoli Port) in approx. 1 hr.

Amalfi Coast

Worldwide famous, the Amalfi Coast is one of the most beautiful sights to be seen, especially on a sunny Sunday! Positano, Amalfi, Sorrento, Ravello, Maiori, Minori, Vietri sul Mare have always been and are still a tourist attraction.

The winding coastal road is breathtakingly beautiful and allows tourists to admire in its entirety, the charm of such towns constructed on the mountainside or along the seaside.

The sun, cliffs that drop to crystal-clear blue waters, palm trees, fishermen with their boats, small shops selling typical local products such as ceramics (Vietri), clothing (Positano), the famous Limoncello (a bright-yellow, sweetish, lemon liqueur), furnishing items (hand-made baskets, handcrafted wooden articles), and multi-racial tourism rise in everyone visiting such places a blow of energy and serenity at the same time....

The only negative aspect is that the more the weather improves the more tourists you'll find! Simple advice: book in advance if you wish to spend a weekend there, and leave very early in the morning if you don't want to get caught in the Sunday traffic!!

CINEMAS

Reel Time 2 Movie Theatre

US Support Site - Gricignano GPS: 40°59'23.2"N 14°14'53.5"E or N40.989773
E14.248190

HOBBIES & CLUBS

Naples Overseas Support Club (American) www.noscitaly.com FB: Naples Overseas Support Club

Naples NATO Yacht Club www.nnyc.it

International Spouses Club (ISC)

ISC organizes events and recreational activities so members can meet, learn about each other's country and experience what Italy has to offer. Some activities include country sponsored luncheons, tours, coffees, language and cooking classes.

Facebook: International Spouses Club (ISC) Naples, Italy

RECREATION CENTRES & PARKS

Carney Park

Carney Park is a US Navy outdoor recreation centre that is available to NATO members through paid membership. The park runs on an annual schedule (March-February). The cost for an individual pass is \$125.00US and \$350.00US for a family pass. The park includes a golf course, pool with a waterslide, play structures, sports fields, and camping facilities. There are walking trails, various activities, and equipment rentals available as well as a small dog park.

Newcomers should also be aware of the existence of the NATO Morale Welfare and Activity (MWA) Organization. The NATO Community MWA provides quality recreational and travel opportunities to US and Allied Forces in Europe. For more information, check the website: <http://www.mwanaples.org>.

AMUSEMENT PARKS

Rainbow Magic Land

A family-friendly theme park with roller coasters, a soft play area, a stunt show & a planetarium. Opens in the summer months. See the website for details <https://magicland.it/en>.

DINING OUT

Restaurants

- *Each person is charged a 1€ to 3€ table fee ("coperto");*
- *You must ask for your check ("Il conto, per favore.") when you are ready to leave;*
- *Pay at the register, not at the table;*
- *Tipping is included in the "coperto" cover charge; and*
- *For superior service, tip an extra 5-10%.*

Tipping

As in most of Europe tipping isn't expected in Italy. However, if you receive exceptional service, which meets or exceeds your standards, tipping would be appropriate. People in the service industry may refuse your generosity at first, but they are just being polite. If you want to leave a gratuity, insist.

You are not expected to tip restaurants in Italy. A service charge is sometimes added to the bill, ranging from 1 to 3 Euros, or 10% - 15%. This charge must be indicated on the menu. Some may also add an extra charge for the dinner ware and extras (tablecloth, silverware, plates, bread, etc.), this is normal. But check your bill! If the service charge isn't included, people usually round up the bill, as in many European countries (leaving a 20 Euro bill for an 18 Euro meal for instance). If the service is exceptional, it's okay to give a good tip, although this is never expected.

SHOPPING

In order to enter into a contract of any kind in Italy, you require a codice fiscale, for which you probably applied when on your house hunting trip. The codice fiscale is required for online purchases, car purchases, setting up mobile phone accounts, and so on.

GENERAL SHOPPING TIPS

Practical advice – don't feel/touch the fruit at local fruit stands – only the owner touches the fruit! For all purchases in Italy, it is the law to obtain a receipt from the store before leaving the premises. In fact, our Canadian habit of leaving the receipt on the counter must be changed while shopping in Italy. Shop owners will insist that you take the receipt as they are liable to a heavy fine if a customer leaves the premises without one. Furthermore, you may also be liable to a fine in such a situation. Get and keep your receipt to prove to the Financial police you paid your taxes.

Local Store Hours/Sunday/Holiday Shopping

Shop hours can appear to be completely arbitrary. While most shops close for a few hours in the afternoon, some are closed longer than others. Some stores are open on Sunday mornings, but closed certain periods during the week. It's best to try to remain flexible, and if you need to shop at a specific store, find out that store's hours of operation.

Many small grocery stores are located within the communities around Naples. You will find CONAD, Deco, Sigma, MD Discount, and SPAR stores most commonly. These are like small grocery stores that carry a smaller variety of products, but you will find produce, a small bakery section, a butcher and deli counter, dairy and frozen items, and basic non-perishable items in these stores. Expect a packer to bag your items in many of these stores. They will often help you to your vehicle, and they work for tips. These stores may close in the afternoon during riposa.

Public Washrooms

Public restrooms can be very difficult to find in Italy, next to impossible in places like Venice. The status of the toilets can range from great to dismal. Few have toilet seats (an Italian phenomena) or toilet paper of any kind.

Most are pay toilets, usually under one euro. Sometimes you will be giving your money to an actual person, other times inserting it into a machine. I find it is easier to march into a local bar acting like I own the place and go directly to the bathroom, usually located in the back or downstairs. If you feel guilty, just order an espresso and use the bathroom afterwards. Always take advantage of the restroom while dining or before leaving your accommodation.

Shopping Bags

You will have to bag your own groceries in these stores. Bring reusable bags or expect to pay for a busto (plastic bag) if you forget.

GROCERIES

Depending on where you live and how you like to shop, your experience picking up your daily or weekly necessities can vary. In addition to the American Commissary for familiar North American items, you can find a large selection of common grocery items at the supermercato, such as IperCOOP (Quarto/ Monterusiello and Auchan (Giugliano). Both of these stores are similar to the superstore experience in Canada. You will find groceries, cleaning supplies, wine and alcohol, clothing, toys, office supplies, gardening and outdoor basics, electronics and seasonal items. These large chain services are located inside shopping malls. After parking, bring a grocery cart in through the mall with you, as you cannot get a grocery cart inside. (You will require a 50¢, 1€ or 2€ coin to acquire a grocery cart. Your money will be returned when you lock your grocery cart back into another cart.)

Specialty Stores In addition to the small grocery stores, you can shop for specialty items in local stores too. In most neighborhoods you will find:

Macelleria - butcher

Panetteria - bakery

Pescheria - fish shop

Salumeria - deli, bread, cheese, corner store

Tabacchi - cigarettes, transportation tickets, phone cards

Fioraio - florist

GENERAL SHOPPING

Many outdoor markets exist in and around Naples. They usually occur on one day per week, and they do vary in size, and in some cases are known for specialty products.

You can check out this link: wikipoli.com/to-shop/markets for more information.

Antique Market: 3rd Sunday of the month 0800—1400 Antiques, collectibles, furniture and junk market Located in front of the Aquarium on the Lungomare between Mergellina and the Castel Dell'Ovo GPS: 40°49.96'N 14°13.9'E

Fish Market: Tuesday to Sunday 0700—1300 Wide selection of fresh seafood, both local and imported Located at the Pozzuoli Harbour, close to the ferry terminal and Tempio di Serapide GPS: 40°50.74'N 14°14.89'E

Monterusciello Market: Wednesdays 0800—1400 Main items: clothes, household items Take the Monterusciello Sud exit from the Tangenziale; turn left if coming from Lago Patria and right if coming from Naples; keep right at the Monterusciello fork and follow it to the first traffic light; turn left and continue to the next traffic light. Street parking available with attendants. GPS: N40.87444 E14.09115

Posillipo Market: Thursdays 0900—1400 Main items: clothes, household items Located at park on Via Manzone near Via Porta in Posillip. Go up the hill past Nisida into Posillipo, left on Via Boccaccio; follow the road until you see the market on the left. Street parking. GPS: 40°48.2'N 14°11.2'E

Shoe Alley: Sunday, Monday and Friday 0700-1400 Main items: shoes, fabric, clothing, linens Located on Via Marino di Caramanico. Directions: from Tangenziale toward Capodichino, take Corso Malta exit; straight through toll booth, following the signs for Via Poggioreale on the surface road (not the tunnel); left onto Nuova Poggioreale; second right onto Via Marino di Caramanico. There will be parking attendants indicating where you can park on the street or find underground parking nearby. GPS: 40°51.8'N 14°17.37'E

Vomero Market: Monday to Saturday 0900-1400 hrs Main items: good selection of fruits and vegetables, clothing, household items Take the Vomero exit off the Tangenziale; stay to the left, following signs to Via Cilea; turn right at the end of the ramp; make a U-turn to head in the opposite direction on Via Cilea which becomes Via Scarlatti; left onto Via Luca Giordano. Taking the Metro/Funiculare is recommended as parking is difficult. GPS: 40°50.62'N 14°13.7'E

There are many other markets in the area, including a Thursday morning produce and other items market in Lago Patria, near JFC and the Villa Maple Leaf. It is located on Via Staffetta. It is small, but it is a great way to get yourself started speaking a little Italian and enjoying the local markets. Ask the MFS(E) staff for more information, or check out the book Shopping on the Boot for other shopping suggestions.

Shopping Malls

There are fewer shopping malls around Naples than we find in Canada. They are busy every day all year, as Italians do like to make mall browsing a family affair, including the family dog. (Yes, dogs are permitted in shopping malls!) The Campania Mall and Volcano Buono mall are the most similar to North American style indoor experiences. You will also find chain clothing stores in the malls hosting IperCOOP and Auchan. Despite not having the same discounts as North American outlets, La Reggia Outlet Mall is a plaza, with a great play area for small children. Cilento Outlet Village is located in Cilento, on the way to Paestum

VAT FREE SHOPPING

NATO personnel and dependents qualify for tax free shopping. If you make large purchases over 200€ per a single item on the Italian economy, you can claim back the tax you paid or have the taxes waived at point of sale. For example, furniture purchases qualify for VAT exemption. For more information please visit the MWA office on the second floor (top floor) of the NATO JFC Community Center building.

LOCAL SERVICES

DRY CLEANING

US Support Site - Gricignano GPS: 40°59'23.2"N 14°14'53.5"E or N40.989773 E14.248190

JFC NATO Base - Lago Patria GPS: 40.931779 E14.049992 or 40°55'54.4"N 14°02'60.0"E

BARBER AND BEAUTY

JFC NATO Base - Lago Patria GPS: 40.931779 E14.049992 or 40°55'54.4"N 14°02'60.0"E

US Support Site - Gricignano GPS: 40°59'23.2"N 14°14'53.5"E or N40.989773 E14.248190

AREA Moda (JFC), 1st Floor of MWA Building, No appointment necessary 081 721 5348

Fabio Area Moda Via Staffeta, Lago Patria 081 509 6340 Mainly ladies' styling and cuts Fabio speaks English No appointment necessary, but be prepared to wait. Fabio also works at the JFC Salon on Mondays.

Tony Salomone (Parucchiere) Via Lago Patria, Lago Patria 081 509 1320 Mainly ladies' styling and cuts Tony speaks some English. Appointment requested.

LIBRARY

Villa Maple Leaf - Lago Patria GPS: N40.926826 E14.054540 or N40.926826 E14.054540

MFS(E) and PSP have lending libraries that you can access at no charge. On the second level you will find the PSP travel resources, including travel books and binders containing travel information. Sign out your resources in the white binder provided and sign them back in upon return. You will also find adult reading books,

books for language training (French, Italian and English), parenting, cooking, self-help and other topics. The children's books are located on the third floor along with several shelves of DVDs and VHS for children and adults that you can borrow or watch at the Villa as well. If you have any resources you would like to add, please drop them off to the MFS(E) staff so that we can add them to our library catalogue.

JFC NATO Base - Lago Patria GPS: 40.931779 E14.049992 or 40°55'54.4"N 14°02'60.0"E

US Support Site - Gricignano GPS: 40°59'23.2"N 14°14'53.5"E or N40.989773 E14.248190

PET CARE

Kennels

Lega Pro Animale (Castel Volturno) Animal Welfare, spay/neuter clinics, and boarding for dogs and cats Tel: 082 385 9552 / 347 197 6643 (italian, english, german, french) <http://legaproanimale.org>

Marco Sanna (Arco Felice) Boarding for dogs and cats Via Toiano, 1 Arco Felice Tel: 347 806 4543 (Marco, speaks english) info@pensionesanna.it www.pensionesanna.it

Del Lucrino Kennel (Varcaturò) Boarding for dogs Viale dei Pini Nord, 9, Varcaturò Tel: 081 839 2095 (Julia, speaks English, Italian, German) lucrinokennel@yahoo.it www.pastoretedesco-dellucrino.com

Villa Pucci, Rowena Knights, Pet Grooming and Boarding SP258-III Villa Literno 81030 Tel: 388 155 4865 (English) www.facebook.com/villapucci

Fido and Felix Ospedale & Albergo (Frattaminore) Veterinary services and kennel Via 6 Traversa Crispano, 1 Tel: 081 834 6984 / 333 217 1210 (Giuseppe) 392 993 2670 (Franco) www.fidoefelix.it

Bau House Village (Napoli) Boarding facility, obedience and agility courses for dogs Via Comunale Margherita, 177 Tel : 081 546 1106 / 389 686 8758 www.bauhousevillage.com

Dog Behaviourist & Training

Bau House Village (Napoli) Via Comunale Margherita, 177 Tel : 081 546 1106 / 389 686 8758 www.bauhousevillage.com

Veterinary Clinics

Averno Veterinary Hospital (Monterusciello) Dr Damiani (speaks English) Via Monterusciello, 33H Monterusciello Tel: 081 524 6522 / For after-hours emergencies: 333 116 1123 GPS: N40.861152 E14.088201

US Support Site Veterinary Clinic Tel: 081 811 7913 Support Site GPS: N40.989773 E14.248190

Il Mio Cucciolo (Arco Felice) Dr. Claudia Scarpetta (speaks English) Via Madonna Del Pantano, 78, 80014 Giugliano in Campania NA Tel: 081 839 1429 GPS: N40.905401 E14.059419

Villa Felice Clinica Veterinaria (Arco Felice) 24 Hour Emergency Vet Services Tel: 081 866 2870 (Some English Spoken) GPS: N40.837620 E14.094589 *If gate is closed, press buzzer for access. Follow driveway

Canine Leishmaniasis

It is a zoonotic disease caused by parasites transmitted through the bite of an infected sand-fly. The disease is found mainly near the Mediterranean coastline.

In order to prevent contraction of leishmaniasis, keep your dog indoors at dusk and dawn, when the sand-fly is most active. A Scalibor collar (deltamethrin) has been proven to be 86% effective in prevention. Monthly applications of Advantix is also recommended.

Signs of leishmaniasis include hair loss, patches of dry skin on the tips of the ears and nose, as well as swollen lymph nodes, loss of weight and decreased appetite, and increased drinking and urination.

There is no cure for leishmaniasis, but treatment is available and required for the lifetime of the dog. Infection in cats is rare. For more information, visit www.leishmaniasis.info

Pet foods are available in the NEX, at the Commissary store, and on the economy. Most veterinarians do not sell prescription pet foods, because in Italy they are

available in a regular pet food store. Royal Canin and Hills Prescription Diet are easy to find. If the store does not have the food you want on a shelf, do not hesitate to ask them to order it for you. They usually can find it within a day or two.

Pet foods ordered from the Support Site vet take a long time to ship. They will also cost more than finding it on the economy.

Pet prescription scripts are provided by vets, but you must have the prescription filled at a farmacia. There is one in Monterusciello/Arco Felice. Most farmacias offer pet services and can have a separate counter for the service.

Veterinario Farmacia (Veterinary Pharmacy) Via Montenuovo Licola Patria, 150, 80078 Pozzuoli NA GPS: N40.845824 E14.072672

Return of Pets to Canada: Keep in mind that many North American airlines will not fly pets in cargo during the summer season, which starts in early June and ends in late September. Plan in advance for your pet's return home. Animals who do not accompany you on your return trip may require extra documentation.

The Canadian Food Inspection Agency (CFIA) will accept pets into Canada with essentially the same health status and documentation as when you left. An up-to-date European pet passport will reflect your pet's health status, including the details of the rabies vaccination required to re-enter Canada. The passport is available from all European vets, and can be used for travel throughout Europe. All documentation must be provided in English or French to Canadian officials.

Be sure to have all your documentation completed properly to enter Canada. Canadian airports do have veterinarians on staff to review paperwork and check the health of pets, unlike your arrival in many European airports where pets frequently arrive without requiring proof of documentation. For more information on bringing pets into Canada visit:

<http://www.inspection.gc.ca/animals/terrestrial-animals/imports/policies/live-animals/pets/dogs/eng/1331876172009/1331876307796>

IN CLOSING

Your posting to Europe may be one of the most memorable postings you will experience with the Canadian Armed Forces. This experience comes from a combination of your outlook on life, your specific location and your family dynamics. While some revel in relaxed weekends roaming their local area, others are perpetually traveling to various locations otherwise too far or too expensive to discover from Canada.

Through it all, MFS(E) is here to assist you to maximize the good times and overcome any bumps along the way. Our focus is on virtual programming, email and telephone contact and on informational mailings. This may be different than what you are used to, but support is very much available to you, and we await your arrival with anticipation.

This Handbook is a special tool designed with you in mind. You may be surprised at the cultural differences upon first arrival. This guide is set in place to assist you in understanding some of the differences.

We have a Military Family Services Europe Facebook page so please take a moment to follow and 'like' the page. It helps get everyone in touch and keep up to date on upcoming events and programs. This is always a working document and every family's experience is different, we welcome any recommendations to improve this guide. It is your input that helps us to better serve you. We wish you a pleasant posting and we look forward to meeting with you at any of our organized events or programs, or online during one of our virtual programs. Remember we are only a phone call or email away.

Welcome!

MFS(E) Staff, Advisory Committee & Volunteers



DISCLAIMER: Due to rules and regulations ever changing, please ensure you do your own research and consult with the resources provided for the most up-to-date policies and procedures before making any assumptions or relying on information provided here as accurate as policies and procedures change and could be different from the time this document was created and updated.

Thank you for your cooperation and attention in this matter.

USEFUL LINKS

List of lawyers who speak English

http://www.canadainternational.gc.ca/italy-italie/consular_services_consulaires/lawyers-avocats.aspx?lang=eng

The Canadian Expat

<https://thecanadianexpat.com/features/2012-01-31-18-57-03/individual>

Italian Embassy in Canada

http://www.ambottawa.esteri.it/ambasciata_ottawa/it/

CANADIAN FORCES MORALE & WELFARE SERVICES

www.cafconnection.ca/Europe

COMMUNITY FACEBOOK GROUPS

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