

Thriving in Sigonella

2019-2020



4th Edition

MFSP
MILITARY FAMILY
SERVICES PROGRAM
EUROPE



PSFM
PROGRAMME DES SERVICES
AUX FAMILLES DES MILITAIRES
EUROPE

TABLE OF CONTENTS

Canadian Forces Family Covenant	3
Emergency Phone Numbers	4
Canadian Detachment Phone Numbers	5
Welcome to Sigonella	6
Sites and Services Available	7
Italian Culture & Etiquette	10
Sicilian Wine & Food	11
Italian Holidays & Festivals	13
Airlines, Trains and Ferries	15
Banking	18
Beaches	21
Embassy & Consulate	22
Emergency Information	22
Health & Well-Being	23
Household Information	26
Pets	29
Postal Services	31
Shopping	32
Websites	36
Italian Translation	39

CANADIAN FORCES FAMILY COVENANT

CANADIAN FORCES FAMILY COVENANT

We recognize the important role families play in enabling the operational effectiveness of the Canadian Forces and we acknowledge the unique nature of military life. We honour the inherent resilience of families and we pay tribute to the sacrifices of families made in support of Canada. We pledge to work in partnership with the families and the communities in which they live. We commit to enhancing military life.



Villa Maple Leaf

MFS(E) Naples email: mfse.naples@cfmws.com

Parco Nocera
Via Madonna del Pantano, 37
Lago Patria (Naples), Italy
80014
GPS: N40.926826 E14.054540

Manager: Nadia Ottaviano
Telephone: 081 509 9575
E-mail: Ottaviano.Nadia@cfmws.ca

www.cafconnection.ca

EMERGENCY PHONE NUMBERS

ITALY	
Italian Police - Polizia	113
Carabinieri—Italy-wide	112
Italian Fire	115
Italian Ambulance	118
Italian Road Assistance	116
BASE Emergency Numbers	
Base Ambulance; Fire; Police	095-86-1911 or 095-56-1911
Emergency Dispatch/Tow Truck Road Assistance	095-86-5225
HOSPITAL	
US Hospital Emergency (off-base)	095 86 1911
US Hospital Central Appointments (incl. Dental)	095 86 2273
Dental Clinic	095 56 3848
Optical Office #4	095-56-4847
INFORMATION ON HOW TO USE THE PHONE	
Italy to Canada: 001 - area code - seven digit number ex: 001 - (418) - 123 - 4567 Canada to Italy: 011 - 39 - area code - number ex: 011 - 39 - (081) - 123 - 4567	<u>Country Codes</u> 39 - Italy 1 - Canada 49 - Germany 42 - Belgium
International access code 00 in most European countries, 9 in France	

CANADIAN DET NUMBERS

Military Family Services Europe (MFSE)	
Manager-Nadia Ottaviano	081 509 9575
Community Service Providers Todd Costello	081 509 9575
Military Family Services Family Info Line	00-800-771-17722
DETACHMENT	
Canadian Support Element (Naples)	081 721 2376 or 081 721 3276
CO's Office (Naples)	081 721 2387
Postal Clerk (Naples)	081 721 5309
Duty Officer CFSU(E) - After Hours (GK)	0049 1725 345900
IMPORTANT NUMBERS	
AJAG (E)	0049 2451 717165
Social Worker (GK)	0049 2451 717301
Canadian Chaplain (NAPLES) Padre Flor	345 080 5673 081 721 5315
Canadian Forces Member Assistance Program (dialing 001 is not required with this number)	800 875 070
US HOUSING	
Off base	095-56-4311 ext. 105
On base	314-624-4311 ext. 105
Base Veterinary Clinic	095-56-4258

WELCOME TO SIGONELLA!

The “Thriving in Sigonella” handbook is designed to provide basic information to assist you and your family in becoming familiar with what is available in the area and to help answer many of your questions about living in Sigonella.

Adjusting to a new country is not without its challenges, but **Military Family Services Europe (MFS(E))** is here with resources, support, and programs in place to assist in making this adjustment as smooth as possible.

The MFS(E) Naples office is part of your support network while in Sigonella. Our office is located at the **Villa Maple Leaf** in Naples, Italy. We work in partnership with the Canadian Forces Support Unit Europe (CFSU E) in Naples.

MFS(E) offers programs for children, youth and adults, parenting support, integration, intervention, and family separation and reunion.



Please do not hesitate to contact us as you settle into Sigonella, life in Italy and Europe. We will be happy to connect you to Europe-wide resources, Italian resources, and we would like to help you make connections with the American services available to you while living in and around Sigonella. As you learn about living here, please share your information and experiences with us so that we can have the most correct information to welcome future families.

If you are ever in Naples, please drop by for a visit.

SITES & SERVICES AVAILABLE

Naval Air Station 2 Sigonella

Main Gate Coordinates: 37.4113970, 14.9093170

Commissary (NAS I)	Connections Adult Center (NAS I)
Navy Exchange (NEX)	Frasier's Pub
Legal Services	Fit District / Gym (NAS I)
US Navy Hospital & Pharmacy	Flight Line Fitness Center (NAS II)
Seven-Day Store (mini-mart) (NASII)	ITT Gear-N-Go Travel
Laundry / Dry Cleaning (NAS I)	Jox Irish Pub
Optical Shop (NAS I)	Liberty / Take 5 (Connections)
ATM (US & Euro) (NAS I + NASII)	Outdoor Recreation (ITT)
Food Court (NAS I): Subway, Burger King, Café Italia, Taco Bell	Flight Line Clinic (NASII)
Coffee Bar (NAS I)	Chock Full O'Nuts (NAS I + NASII)
Auto Port & Hobby Shop (NAS II)	After school Care (NAS I)
Midtown Movie Theatre (NAS I)	Thrift Store (NAS I)
Spare Time Bowling Center (NAS I)	Red Cross (NAS I)
Library	University of Maryland (NAS I)
Aquatics (NAS I and II)	Navy College (NAS I)
Child Development Center	Subway (NAS II)
Youth Complex	

Access to some NAS services may be limited and require a US sponsor and/or access fees.



SITES & SERVICES AVAILABLE

Naval Air Station I (NAS I) is the support facility, also containing some homes. NAS II includes the runways, operations and most tenant commands. NAS II is now only used as a service base.

There is another location that needs to be mentioned and that is the Marinai Government housing. This location has housing for US families.

This location also has community sports fields, a youth complex and a community centre. The community centre has the New Style Hair salon, Umberto's Restaurant and Alessandro's Grocer which is very tiny. On Thursdays there is a Sicilian market selling food and goods. It is located in front of the youth complex.

ITALIAN CULTURE & ETIQUETTE



Even though you may prepare yourself for culture shock, it does not mean it will be any less ‘shocking’ when you arrive in Sicily. 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 Sicily will start feeling more comfortable.

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. Contact the MFS(E) Community Service Providers for more information.

Here is some culture and etiquette information for 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.

ITALIAN CULTURE & ETIQUETTE

- 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 - 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.

SICILIAN WINE & FOOD



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.

A few of the Sicilian wines that have an international reputation are *Marsala* (golden, amber and ruby), *Nero d'Avolo*, *Moscato*, and *Primitivo* among many others.

Food

Restaurants typically open for *cena* (supper) around 7:30 p.m., while most Italians arrive around 8 p.m. or even 9 p.m. A dining experience can last for a few

hours, allowing time for you to enjoy 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.

SICILIAN WINE & FOOD

A typical Sicilian meal could be:

Antipasti (Appetizers)

- Caponata (eggplant salad), Sficione (onion pizza), deli meats & cheeses, arancine (stuffed rice balls)

Primi (First Course)

- Pasta or soup

Secondi (Main Course - served without any side dishes)

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

Dolce & Caffè (Sweets (dessert) and coffee)

- Cannolo, cassata, gelato, grappa or espresso

SICILIAN WINE & FOOD (cont'd)

Frutti di Mare

Italian for “fruits of the sea”. Surrounded by water, it is no wonder seafood is a Sicilian speciality.

Grilled fish are popular. Fish may also be prepared in a sweet and sour sauce. One seafood dish made with pasta is finnochio con sarde (fennel with sardines).

Spaghetti ai ricci is made with halved sea urchins.

Polpo bollita is boiled octopus.



Dolci

Sweet desserts follow up every good meal, and are eaten with a strong espresso throughout the day too.

A cannolo is a fried tube of dough filled with sweetened ricotta. They may be piccolo (small) or grande (large).

Cassata siciliana is like a sponge cake soaked in liqueur, layered with ricotta. It is then covered in almond past and icing.

The pistachio (spelled pistachio and pronounced *pistackeeo*) is prevalent in many dishes, including pastas, sauces, gelati and granite.



ITALIAN HOLIDAYS & FESTIVALS

National Holidays:

January 1	Capodanno (New Year's Day)
January 6	Epifania (Epiphany)
April 17	Lunedì di Pasqua (Pasquetta) Easter Monday
April 25	Liberazione (Liberation Day)
June 2	Festa della Repubblica (Italian Republic Anniversary)
August 15	Ferragosto (August holiday)
September 4	Festa del Lavoro (Labour Day)
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 Canadian Forces Support Unit Europe, updated and approved each year in November.

January 6th

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 14th

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 8th



For **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.

Pasqua

During the Easter weekend, many processions and religious events can be seen throughout Sicily.

People give each other a large chocolate egg for Easter. Inside is a toy or costume jewellery.



August 15th

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.

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**.

AIRLINES, TRAINS & FERRIES

AIRLINES

Air Canada: Official website www.aircanada.ca
Customer Service telephone no. 001-514-393-3333

British Airways: Official website www.ba.com

Lufthansa: Official website <http://www.lufthansa.com/online/portal/lh/de>
Customer Service telephone no. 199 400 044 Italian
Customer Service telephone no. +39 02 3030 1000 English

A list of low budget European airline websites is available in our Website listings on page 37.



Tips

*A low budget airline is just that - low budget. Through most of these airlines, you will pay extra for checked luggage (and sometimes carry-ons) and for food on board; on some, there is no seat assignment. Some budget airlines offer seasonal routes, and many have the best rates for Saturday—Tuesday or Thursday—Monday trips.

Catania International Airport

www.aeroporto.catania.it

Telephone: 091 591 275 (international flights)

091 601 9111 (domestic flights)

GPS:N37.472247 E15.070102

Falcone-Borsellino (Palermo) Airport

www.gesap.it

Telephone: 095 536 170

GPS:N38.188071 E13.107576

Birgi (Trapani) Airport

www.aeroportostrapani.com

GPS: N37.901786 E12.495819

Comiso Airport

www.aerportodicomiso.eu

GPS:N36.998532 E14.606994

AIRLINES, TRAINS & FERRIES

Trains

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.

The main train station in Catania is Catania Centrale.

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?

FERRIES

Getting to the Italian mainland or discovering the islands around Sicily can easily be done by ferry.

Some of the ferry companies have online services, or you can book through a travel agent. A listing of websites for ferry services is available in our Website listing.

Catania Ferry Port—Porto di Catania

For ferries to Naples and Valletta

Palermo Ferry Port—Calata Marinai d'Italia

For ferries to Civitavecchia (Rome), Naples, Genoa, Cagliari, and Tunis



Termini Ferry Port—Palermo Termini Imerese

For ferries to Civitavecchia (Rome)

Trapani Ferry Port—Porto Trapani

For ferries to Civitavecchia (Rome), Cagliari, and Tunis

Messina Ferry Port—Capitaneria di Porto

For ferries to Salerno, San Giovanni

Ferries to Malta

Pozzallo to Valletta

Catania to Valletta

Ionian Islands

BANKING

Bank: Intesa Sanpaolo
Mr. Gianfranco Intrepido, Branch Manager
Phone: 0895-7231-5079
Viale Mario Rapisardi 455/a, 95123, Catania

Cash is King in Sicily!

Unfortunately, services offered at this bank are only in Italian. Be sure to request enough bank cards and /or for a credit card account. In Europe, not all online services accept a debit card, so having a credit card will help with advance travel reservations.

Transactions on the US bases are in US dollars, which can be acquired using the bank machines on the bases. Canadian bank cards and credit cards are accepted at the NEX and Commissary. You may need to inform your bank that you will be using your cards in Europe, so that the credit card company does not “freeze” your use of it.

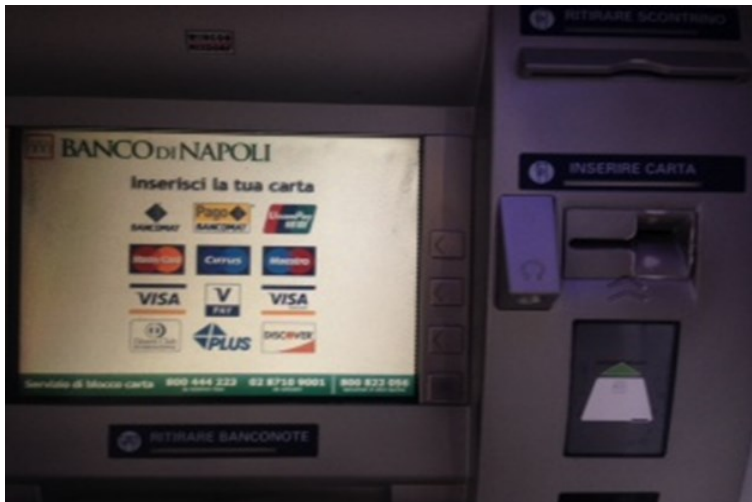
Bancomat is Italian for an ATM. The Bancomat machines operate pretty much as they do in Canada when using a Canadian bank or credit card. When using a Canadian credit card or debit card, first locate either the Cirrus or BankMate symbol on the Bancomat machine. These banking systems are international so your card will work. After inserting your card, you may be prompted for the preferred language. Continue transaction as normal.

BANKING (con't)

If using your Italian bank card, the Bancomat transaction will be conducted in Italian.

Step 1:

Insert card.



BANKING (con't)

Step 2:

Withdrawal

Balance,
movements
& information
Refills &
Subscriptions
(cell phone)



Advance cash,
International
withdrawals

BANKING (con't)

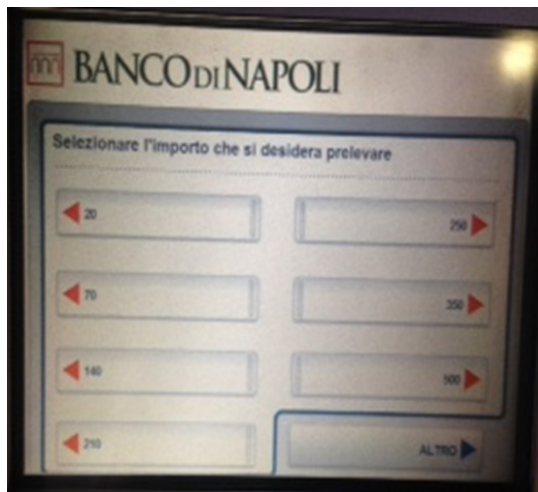
Step 3:

Enter PIN number.



Step 4:

Select amount to withdraw.



BANKING (con't)

Step 5:

Summary of
your
Withdrawal.

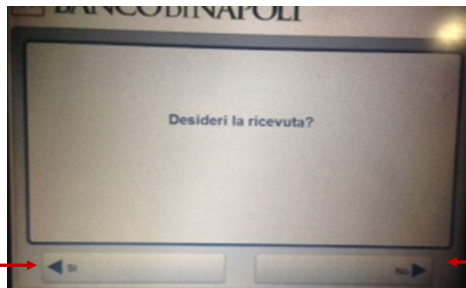


**Annulla /
Cancel**

**Conferma /
Confirm**

Step 6:

Would you
like the
receipt?

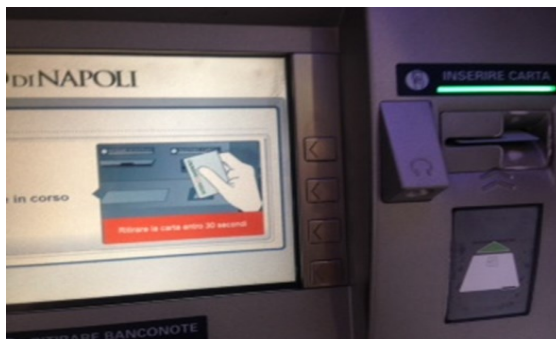


Yes

No

Step 7 & 8:

Remove your bank card, cash and receipt.



BEACHES



There are many beaches worth visiting in Sicily, however those immediately around Catania do not come highly recommended. Taormina seems to be the closest and most recommended in the region. Beaches are very popular during the hot summer months. Most beaches are private pay beaches, where you will pay for parking your car, and, if you choose, umbrellas and lounge chairs. Most beach facilities have a café bar or restaurant, showers, bathrooms, and DJ music. Some private beach areas have play equipment for children. It is acceptable to bring your own picnic food, beach toys, and even beach chairs.

Investigate this website for some ideas of the best beaches in Sicily:
<http://www.charmingitaly.com/article/best-beaches-sicily>

Beach Vocabulary

Beach	<i>spiaggia</i>
Sea	<i>mare</i>
Umbrella	<i>ombrello</i>
Beach chair	<i>sedia di spiaggia</i>
Parking	<i>parcheggio</i>
Bathing suit	<i>il costume da bagno</i>
Sandy beach	<i>la spiaggia sabbiosa</i>
Shower	<i>doccia</i>
Bathroom	<i>il bagno</i>

Tips

- There are people asking for money and selling things on the beach. Ignore or say 'No' and they will leave you alone.
- Do not leave your valuables in the car or in a bag while at the beach. Valuables are best left at home.

EMBASSY & CONSULATE

Embassy of Canada in Rome, Italy

Via Zara 30

Rome, Italy

00198

Phone: 39 (06) 85 444 2911

Fax: 39 (06) 85 444 2912

Web Site: <http://www.italy.gc.ca>

Email: consul.rome@international.gc.ca

Office Hours: Monday to Friday 0900 to 1600 hrs.



EMERGENCY INFORMATION

While living in near and around Sigonella, 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 on **Page 4** of this booklet.

Emergency Vocabulary

Help!	<i>Aiuto!</i>	...a doctor	<i>un dottore</i>
Please call...	<i>Per favore chiamate...</i>	...the hospital	<i>l'ospedale</i>
...the Police	<i>...la Polizia</i>	...the fire dpt.	<i>vigili del fuoco</i>
Can you help me?	<i>Puo' aiutarmi?</i>		
...an ambulance	<i>...un'ambulanza</i>		

HEALTH AND WELL-BEING

The Canadian Forces have a memorandum of understanding (MOU) with the American Forces for health care in Sigonella. Upon arriving in Sigonella, you should go to the US Naval Hospital 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.



Medical Care

To make an appointment with a doctor, for annual check-ups or illness, call 095 86 2273. Pediatricians are available for children. You can request a specific doctor, and the American system does favour continued care with the same medical provider throughout your stay in Sigonella.

Medical Services

Other medical services are available from the US Naval Hospital, including cardiology, obstetrics, ophthalmology, optometry, orthopedics, pediatrics, internal medicine, radiology, aviation medicine, dietetics, general surgery, family practice, dermatology, allergy, physical therapy, outpatient mental health and neurology. You may be referred to a local Italian provider for some of these services. The Tri-care office at the hospital will arrange specialist appointments out on the economy. They will provide transportation to the appointment and an interpreter. You must pay for the specialist appointment at the time and then submit the bill to Allianz.

Dental Services

Dental services are located at the clinic in the U.S. Naval Hospital. Call the clinic at 095- 4205 for more information. Regular and pediatric dental care is provided. There is no orthodontic service available through this clinic. Canadian military members and dependents are allowed to use this service, or you can use an Italian dentist if you so desire.

Emergency 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. You will find it on the first floor of the U.S. Naval Hospital.

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. In case of emergency, dial 118 for ambulance in Europe.

Health Care Payments and Reimbursement

Care received at the US Naval Hospital (including dental, pharmacy, labs, immunization) for Canadian Forces members will be billed directly to the CFSU(E) Selfkant. Dependents will pick up their bills from the hospital and claim through Sunlife.

Pharmacies



If issued a prescription by an American physician, the prescription will be electronically communicated to the pharmacy within the US hospital health care facility. Go to the pharmacy 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. Canadians living there have found Amoxicillin available without a doctor’s prescription and head lice treatment. Prices vary as pharmacies are private ownership.

While not often 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.

HOUSEHOLD INFORMATION

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 tiled floors throughout are common. Here is some basic information to help you enjoy your new home and the Italian lifestyle.



Landlord Relations

Contact the US Housing Service (NAS I) for mediation and support. Giuseppe Savocca (Housing Agent) Telephone: 095-56-3940

Utilities

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 breaker panel(s) is/are located, in case your system requires a manual reset when power returns.

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. You can purchase one at "Euronics" which is similar to Best Buy.



HOUSEHOLD INFORMATION (cont'd)

Utilities contacts

Housing Assistance: 095-56-4311 ext. 105, DSN 314-624-4311 ext. 105

Water: Delivered by BluBluBlu, and arranged by Giulia located in the Canadian Forces Support Unit Europe (CFSU E) office in Naples.

ENEL (Hydro): Contact the US Housing Office. Your billing address should be the Canadian Forces Support Unit Europe in Naples.

House Gas: There is City Gas available in San Giovanni La Punta as well as other locations and Pedara and other locations utilize tanks at the houses.

Propane: Contact the US Housing Office.

House landline/internet/:

Free WIFI is available at the following locations: Connections, Midtown, Navy Exchange, Commissary, Food Court, Hospital, Library, Navy Gateway Lobby.

Garbage

This service is contracted through the municipality. Each city, town or village is different with pick-up days and recycling. See your city, town or village for the schedule.

HOUSEHOLD INFORMATION (con't)

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.

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 dishwasher
Sale per lavastoviglie	Salt for dishwasher
WC Net Fosse Biologiche	For smell from toilets/drains
Cleaning vinegar	Found with cleaning products at the Commissary
Pulirapid or Viakal	For calcium deposits
Calgon	To eliminate calcium build up in the clothes washer



PETS

Canine Leishmaniasis

It is a zoonotic disease caused by parasites transmitted through the bite of an infected sandfly. 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 sandfly 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 Supplies

Pet foods are available in the NEX, at the Commissary, 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 prescription scripts are provided by vets, but you must have the prescription filled at a farmacia. Most farmacias that offer pet services will have a separate counter for the service.

PETS

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. 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/animal/terrestrial-animals/imports/policies/live-animals/pets/dogs/eng/1331876172009/1331876307796>.

POSTAL SERVICE

Incoming and Outgoing Mail

For mail being delivered from Canada to you in Sigonella, the following address should be used:



Member's Rank/Name
Naval Air Station Sigonella
BELLEVILLE ON
K8N 5W6



Mail being delivered to you will be sent to Geilenkirchen and forwarded directly to your home address in Sicily.

Canada Post's website is where you can purchase postage stamps for mailing things back to Canada and parcels will require you to use Canada Post's Ship-in-a click. Follow the instructions on the site and pay for the cost of the parcel online and fill out the customs form you then can request a pick up from CFSU(E) Naples.

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.

Contact the **Postal Clerk** located in the CFSU(E) office in Naples if you require additional information at 081-721-5309.

Poste italiane can also be used if you so desire. Avoid the post office at the first of the month as it is very busy.

SHOPPING

Codice Fiscale

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.



Commissary

The US Commissary located on the NAS I base 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.

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* and *Auchan*. 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 stores are generally located inside shopping malls and therefore open from 9:00 am to 9:00 pm. After parking, bring a grocery cart 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.) 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.

SHOPPING

Many smaller grocery stores are located within the communities. You may 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.

Navy Exchange (NEX)



The NEX, located on NAS 1 Sigonella base, is like a department store. All prices are in American dollars. You can purchase numerous items such as furniture for your home, linens, clothing, toys, automobile supplies, sporting items, pet supplies, luggage, jewelry, cosmetics, electronics and seasonal items there. You can also purchase fuel coupons, have passport photos taken, and exchange euros for American cash.

Shopping Malls

There are fewer shopping malls around Sigonella 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!)

Parco Commerciale I Portali

San Giovanni La Punta, Catania, 95037

GPS: N37.583866 E15.104888

iportaliweb.it/en/

SHOPPING

AREA MARKETS							
HOURS OF OPERATION ARE GENERALLY 8:00 TO 13:00							
CITY	MON	TUE	WED	THURS	FRI	SAT	SUN
ACI CATENA PIAZZA SAN CANDIDO			X				
ACI S. ANONIO VIA GIACOMO MATTEOTTI	X						
ACIREALE VIA TUPPARELLO						X	
ADRANO VIA ROCCA SAN LEO		X					
CATANIA PIAZZASTESICORO-VIA TEACRITO	X	X	X	X	X	X	
BELPASSO VIAGAETANO DONIZETTI					X		
GIARRE VIALE FEDERICO DI SVEVIA				X			
GRAVINA DI CATANIA VIALE ALDOMORO(MON) VIA TRIESTE (FRI)	X				X		
MASCALUCIA PIAZZA GIOVANNI FALCONE E PAOLO BORELLINO				X			
MISTERBIANCO PIAZZA MERCATO, 95045					X		
MOTTA S. ANASTASIA PIAZZA MERCATO						X	
PATERNO VIA FONTE MAIMONIDE	X						
PEDARA VIA DANTE AUGHIERI							X
RAMACCA VIA VITTORIO EMANUELE				X			
SAN GIOVANNI LA PUNTA LARGO FRANCA						X	
SAN GREGORIO VICO IMMACOLATA		X					
SCORDIA VIALE ALDO MORO					X		
VALVERDE PIAZZA DEL SANTUARIO					X		
ZAFFERANA ETNA VIA ROCCA D'ALPI					X		

SHOPPING (con't)

Misterbianco Galleria Auchan

Via Zinirco, 95045 Misterbianco Catania

GPS: N37.512661 E15.021571

www.misterbianco.gallerieauchan.it/

Centro Commerciale Auchan Porte di Catania

Catania (CT) S.S. Gelso Bianco

GPS: N37.471982 E15.048793

gallerie.portedicatania@gcispa.com

Centro Commerciale Katané

Via Quasimodo 1 - Gravina di Catania (CT)

GPS: N37.551861 E15.068306

Parco Commerciale Le Zagare

Via A. Manzoni, 95037 San Giovanni La Punta CT

GPS: N37.588156 E15.102886

Etnapolis

Contrada Valcorrente, 23, 95032 Belpasso CT

GPS: N37.545248 E14.951425

Centro Sicilia

SP54, 95045 Misterbianco CT

GPS: N37.478094 E15.009181

Specialty Stores

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

Macelleria - butcher

Panetteria - bakery

Pescheria - fish shop

Salumeria - deli, bread, cheese, corner store

Tabacchi - tobacconist (cigarettes, transportation tickets, phone cards)

Fioraio - florist

SHOPPING

Grocery Vocabulary

Do you sell....?

Vendete.....?

I would like....

Vorrei....

Where is.....?

Dov'è.....?

How much is a kilo?

Quanto costa al chilo?

One kilo of....

Un chilo di....

Half a kilo of....

Mezzo kilo di....

100 grams of...

Un etto di....

250 grams of...

Due etti e mezzo di...

Apple

mela

Fish

pesce

Basil

basilico

Flour

la farina

Beef

il manzo

Fruit

frutta

Bread

pane

Garlic

aglio

Butter

burro

Grapes

uva

Cherries

ciliege

Ham

prosciutto

Cheese

formaggio

Meat

carne

Chicken

pollo

Milk

latte

Cookies

buscotti

Oil

olio

Cream

la panna

Oranges

arance

Eggs

uova

Skim Milk

scremato

WEBSITES

Service	Websites
Military Family Services Europe	
Canadian Forces Europe	www.cafconnection.ca
MFS(E)/SMF(E)	www.facebook.com/MFSEurope/
Sigonella	
Naval Air Station Sigonella official internet site	www.cnic.navy.mil/regions/cnreurafswa/installations/nas_sigonella.html
US Naval Hospital Sigonella	http://www.med.navy.mil/sites/sigonella/Pages/default.aspx
Sigonella DoDea Elementary School	www.dodea.edu/SigonellaES/
Sigonella DoDea Middle and High School	www.dodea.edu/SigonellaMHS/
Fleet and Family Support Centre Sigonella	www.facebook.com/ffsc.sigonella/
NAS Sigonella	www.facebook.com/nassigonella/
Sigonella Community	www.facebook.com/usoSigonella/

Service	Websites
Information	
Global Affairs Canada	www.international.gc.ca
Embassy of Canada to Italy / Ambassade du Canada en Italie	www.canadainternational.gc.ca FB: Embassy of Canada to Italy
Travel and Tourism Abroad / Voyage et tourisme à l'étrangere	http://travel.gc.ca/
Canadian Forces Europe / Forces canadiennes en Europe	http://www.europe.forces.gc.ca/
NATO Official Site / Site officielle de l'OTAN	www.nato.int
CBC News / Nouvelles CBC	www.cbc.ca
Recreation	
Sigonella MWR Services (recreation, Preview magazine, ITT, events for Sigonella US Naval base)	www.sigmwr.com www.facebook.com/SIGONELLAMWR
Tourism	
Tourism Italy (official) / Tourisme Italie (officielle)	www.italia.it
Best of Sicily	www.bestofsicily.com
Siciliano.it (events, cinema, news, travel, restaurants—by province)	www.siciliano.it
Think Sicily	www.thethinkingtraveller.com
TripAdvisor	www.tripadvisor.com
Sicilian Experience	FB: Sicilian Experience

Service	Websites
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Accommodation	
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www.booking.com
www.expedia.it
www.airbnb.com
www.homeaway.com
www.tripadvisor.com

Transportation	
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Budget Airlines	
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www.ryanair.com
www.easyjet.com
www.wizzair.com
www.alitalia.com
www.aerlingus.com
www.berlin.de
www.airitaly.com
www.meridiana.it
www.vueling.com

Flight Comparisons	
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www.skyscanner.net
www.expedia.it
www.cheapoair.com
www.hotwire.com
www.kayak.com

Rail travel / Voyages en train	
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www.trenitalia.com
www.raileurope.com
www.eurail.com

Ferry Services	
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www.gnv.it
www.ok-ferry.com/en/sicily-ferries.aspx
www.grimaldi-lines.com
ttmlines.info/eng/
www.carontetourist.it
www.tirrenia.it
www.virtuferries.com
www.siremar.it

ITALIAN TRANSLATION

English	Italian	English	Italian
NUMBERS			
one	<i>uno</i>	seventeen	<i>diciassette</i>
two	<i>due</i>	eighteen	<i>diciotto</i>
three	<i>tre</i>	nineteen	<i>diciannove</i>
four	<i>quattro</i>	twenty	<i>venti</i>
five	<i>cinque</i>	twenty-one	<i>ventuno</i>
six	<i>sei</i>	twenty-two	<i>ventidue</i>
seven	<i>sette</i>	thirty	<i>trenta</i>
eight	<i>otto</i>	thirty-one	<i>trentuno</i>
nine	<i>nove</i>	thirty-two	<i>trentadue</i>
ten	<i>diece</i>	forty	<i>quaranta</i>
eleven	<i>undici</i>	fifty	<i>cinquanta</i>
twelve	<i>dodici</i>	sixty	<i>sessanta</i>
thirteen	<i>treddici</i>	seventy	<i>settanta</i>
fourteen	<i>quattordici</i>	eighty	<i>ottanta</i>
fifteen	<i>quindici</i>	ninety	<i>novanta</i>
sixteen	<i>sedici</i>	one hundred	<i>cento</i>
		one thousand	<i>mille</i>
DAYS			
Sunday	<i>domenica</i>	Today	<i>oggi</i>
Monday	<i>lunedì</i>	Tomorrow	<i>domani</i>
Tuesday	<i>martedì</i>	Yesterday	<i>ieri</i>
Wednesday	<i>mercoledì</i>	Tonight	<i>stasera</i>
Thursday	<i>giovedì</i>	Last night	<i>ieri sera</i>
Friday	<i>venerdì</i>	Week	<i>settimana</i>
Saturday	<i>sabato</i>		

ITALIAN TRANSLATION (cont'd)

English	Italian	English	Italian
TIME & SEASONS			
second(s)	<i>secondo(i)</i>	Winter	<i>inverno</i>
minute(s)	<i>minuto(i)</i>	Spring	<i>primavera</i>
half hour	<i>una mezz'ora</i>	Summer	<i>estate</i>
		Autumn	<i>autunno</i>
It is one	<i>È l'una.</i>		
It is one fifteen	<i>È l'una e quarto</i>		
It is eight thirty	<i>Sono le otto e mezzo</i>		
Noon	<i>È mezzogiorno</i>		
Midnight	<i>È mezza-</i>		
MONTHS			
January	<i>gennaio</i>	July	<i>luglio</i>
February	<i>febbraio</i>	August	<i>agosto</i>
March	<i>marzo</i>	September	<i>settembre</i>
April	<i>aprile</i>	October	<i>ottobre</i>
May	<i>maggio</i>	November	<i>novembre</i>
June	<i>giugno</i>	December	<i>dicembre</i>

ITALIAN TRANSLATION (cont'd)

Yes	<i>Sì</i>
No	<i>No</i>
Hello	<i>Ciao</i> (informal > family friends) / <i>Salve!</i> (general)
How are you?	<i>Come stai?</i> (informal) / <i>Come sta?</i> (formal)
Good morning	<i>Buon giorno</i>
Good afternoon	<i>Buon pomeriggio</i> / (<i>Buona sera</i> more usual)
Good evening	<i>Buona sera</i> (used after 3pm)
Good night	<i>Buona notte</i> (for a good night sleeping)
Have a good lunch/dinner.	<i>Buon appetito.</i>
Goodbye	<i>Arrivederci</i> (general) / <i>Arrivederla</i> (formal) / <i>Ciao</i> (informal)
Good luck	<i>Buona fortuna!</i>
I love you	<i>Ti amo</i>
Welcome	<i>Benvenuti</i>
Please	<i>Per favore</i>

ITALIAN TRANSLATION (cont'd)

Thank you	<i>Grazie</i> (general)
You're welcome/ Welcome (to shop)	<i>Prego</i>
I'm sorry	<i>Mi dispiace</i> (general) / <i>Scusa(mi)</i> (informal) / <i>Mi scusi</i> (formal)
Excuse me	<i>Scusa(mi)</i> (informal) / <i>Mi scusi</i> (formal) / (<i>Con</i>) <i>permesso!</i> (in order to pass on, to advance)
Who?	<i>Chi?</i>
What?	<i>Che cosa?</i> / <i>Che?</i>
When?	<i>Quando?</i>
Where?	<i>Dove?</i>
Why?	<i>Perché?</i>
Because	<i>Perché</i>
How?	<i>Come?</i>
How much? / How many?	<i>Quanto?</i> / <i>Quanti?</i> / <i>Quante?</i>
What's your name?	<i>Come ti chiami?</i> (informal) / <i>Come si chiama?</i> (formal)

ITALIAN TRANSLATION (cont'd)

My name is...	<i>Mi chiamo....</i>
Yes, I understand.	<i>Sì, capisco. / Ho capito.</i>
I do not understand.	<i>Non capisco. / Non ho capito.</i>
I do not understand Italian.	<i>Non capisco italiano.</i>
I can not speak Italian.	<i>Non parlo italiano.</i>
Do you speak English?	<i>Parli inglese? (informal) / Parla inglese? (formal) / Parlate inglese? (plural)</i>
Help me!	<i>Aiuto! (general)</i>
What time is it?	<i>Che ora è?</i>
Where is the bathroom?	<i>Dov'è il bagno?</i>



The information and services listed in this handbook have been provided and recommended by the Canadian Community posted to Sigonella living in and around Catania, Italy.

The information was current at the time of printing. Hours and days of operation for businesses may vary. Please call individual businesses in advance to confirm information.

In some cases, GPS coordinates will provide users with a close approximation to locations and will not be exact.

If you cannot find the information you require in this book, call or email us. If you acquire more accurate information or have ideas of items of interest to be included in the next edition, please let us know.

For more information and useful links check out

www.cafconnection.ca/Europe/Locations/Italy.aspx

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