

NORWAY

HANDBOOK



Military Family Services Europe / MFS(E)

Riga-Remote Team

MFSE.RigaRemote@cfmws.com

www.cafconnection.ca / www.connexionfac.ca



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Greetings From Your MFS(E) Riga-Remote 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! Did you know that your MFS(E) Riga-Remote team supports more than **350 members, spouses, and children posted to 16 countries** throughout Europe?

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, so please make sure to ask us how we can best help you.

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 in order to keep it relevant and current. We would like to extend our sincerest THANK YOU to our volunteers, for providing us with most of the information and for sharing their experiences and suggestions as to how to make the location guides 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.

Current MFS(E) programs include, but are not limited to:

- Virtual presentations ranging from the [PSP Chalet Program](#) and Europe Christmas Markets (to name a few)
- Crafts For Kids Mailings (for children 3-9 years old)
- Birthday Cards for Children (up to 18 years of age)
- [Youth Employment Preparation \(YEP\)](#) Program (13 to 18 years old)
- [Youth Connect](#) (helping incoming youth connect to Canadians youth already in Europe)
- [Youth Leadership Conference](#)(annually for teens 13 – 18 years old)
- [Family Separation & Reunion Services](#)
- Host Language Training & [Virtual Language Training](#) (ask us about a Rosetta Stone license for your dependents)
- Virtual Workshops (Including Community Demo and Virtual Travel Forums)
- [Virtual Book Club through Facebook](#)
- Virtual Coffee mornings
- [Friends on a Journey program for kids](#)
- ...And so much more!

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. Your package will be sent to you in the mail, either to your home address or your embassy / consulate (please make sure it is approved by the Embassy first!). Also, please make sure you keep us informed of your contact information, an updated telephone number and e-mail 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 bellow, or e-mail us directly at: MFSE.RigaRemote@cfmws.com

We look forward to hearing about your adventures and new experiences in the near future.

Help us serve you better, don't be a stranger!

Best Regards,

Your MFS(E) Riga/Remote Team



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, Germany 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](#).

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:

- *Our Handbooks heavily rely on the time, energy and experiences of our families posted to Europe. For that reason, some sections may be more complete than others.*
- *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.RigaRemote@cfmws.com

DISCLAIMER: Due to the fact that rules and regulations are 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 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>

Employment Opportunities while in Europe

- <https://www.cafconnection.ca/Europe/Programs-Services/Employment.aspx>
- <https://www.cafconnection.ca/Europe/Programs-Services/Employment/Civilian-Employment-Opportunities.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 (FIL)

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.

Family Information Line: 1-800-866-4546, (613) 995-5234

or toll free in Europe 00800 7711 7722

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

EMERGENCY TELEPHONE NUMBERS

POLICE 112

FIRE 110

24 HR POISON CONTROL HOTLINE 2259 1300

DUTY OFFICER: +47 51 34 35 45

AMBULANCE 113

Legevakt Stavanger 5151 0202 (Emergency Medical)

Legevakt Sandnes 5197 1097 (Emergency Medical)

Stavanger Universitetssjukehus 05151 (Hospital)

Dental Emergency Centre 5152 3344

WHEN USING EMERGENCY TELEPHONE NUMBERS, PLEASE ENSURE YOU IDENTIFY YOURSELF AND FAMILY MEMBERS AS NATO PERSONNEL ASSIGNED AT JWC.

HOW TO USE THE PHONE

When calling Norway, use +47 (dialing from out of country is 0047) do not use the +47 when dialing within the country.

Pay phones are difficult to find but may exist within some public places such as malls and hospitals. Calling cards can be purchased in larger shopping stores, online and in some convenience stores.

Prepaid calling cards are easy to use, normally you:

1. Dial the access number
2. Enter the PIN number
3. Dial your destination number.

Mobile phone system

The major mobile phone operators are Netcom, Telenor, Chess and Tele2. Norwegians already rank among the most eager mobile phone users in the world.

FREQUENTLY CALLED NUMBERS

JWC Address

Joint Warfare Centre
21 Eikesetveien
4068 Stavanger

Community Support Section Hours

The Section is open Mon-Fri from: 0730 – 1530 hrs.
Canadian Element Office Clerk: Stefanie Gamblin
Stefanie.Gamblin@forces.gc.ca

Section Telephone and Email Addresses

Canadian Element Office: (00 47) 513 42 041
Duty Officer: (00 47) 51 34 35 45
Civilian Line No: (00 47) 5287 (plus four digit extension)

number)
FAX No:

(00 47) 5287 9234

D NUMBERS

Norwegian "D" Numbers are required to live and work in Norway. They are also necessary when performing transactions such as opening a personal bank account. Normal processing time to obtain a D-Number is approximately 6 to 8 weeks; however, this period can be longer during the summer holidays months June to August. To avoid delays and inconvenience, it is recommended that colour copies of your passport and those of all family members accompanying you to Norway be sent via e-mail to your National Support Element (NSE) or the Community Support Section as soon as possible (Stefanie.Gamblin@forces.gc.ca). Your sponsor can help you get a D number (equivalent of SIN in Canada) in order to set up an account during your HHT. It is highly recommended that you apply for your D number prior to or during your HHT to maximize your use of time when you are in Stavanger.

THE CANADIAN COMMUNITY

Community Demographics: At the time of writing, there were 7 Canadian military families living in Stavanger.

Activities arranged by Canadians

Many activities take place throughout the year including:

- August/ September: Welcome BBQ
- November: Remembrance Day gathering
- December: Christmas gathering
- May/June: Farewell BBQ for outgoing families
- Joint Canada Day/Independence Day event on base

In addition to the above, Canadian families try to get together on a casual basis once a month, whether at someone's home or at a local restaurant.

Within the greater JWC community, there are additional events that take place throughout the year including:

- August: Welcome BBQ in which local vendors/services attend

- November: Formal ball
- January: International Day

Other events organized throughout the year include but are not limited to: boating and fishing cruises, brewery tours, Christmas market visits, husky farm visits, curling, bowling, climbing, hiking excursions etc....

Local Lending Library

On the JWC base there is a lending library open Tuesday, Thursday and Friday 10:00 to 14:00. There is a good selection of children/adult fiction and non-fiction choices including plenty of English titles along with some German titles. There are also DVD's available from North America and Europe. Additionally, eBooks are available for loan and one can order books that are not available at the library.

Within Stavanger, there is a larger library called Solvberget Culture House located in downtown Stavanger. It is open Monday to Friday from 08:00 to 21:00 and Saturday 10:00 to 21:00 and Sunday 12:00 to 21:00. It contains a lending library (including magazines and lots of English titles), cultural centre, cinema, coffee shop, convenience store and a popular restaurant. You can obtain a library card to borrow materials from all libraries in Norway – just provide your D Number and local address.

LOCAL AREA DESCRIPTION: STAVANGER AND NORWAY

The Norwegian coastline is 21,000 km long with hundreds of fjords and inlets. It is a rugged, mountainous country with limited rail and road communications when away from the main centres of population. Much of the coastal area is best serviced by ship and much of the coastal road between Stavanger and Trondheim is only accessible by means of tunnel and ferry. (The city of Bergen is some 125 road miles north of Stavanger but will take up to 6 hours and 600 NOK to reach). Air travel is becoming increasingly important and is the only really practical method of covering the large distances between the major cities unless you have time on your hands - Oslo is some 8 hours away by road (perhaps up to 10 hours in the

winter snow). Norway, with an area of 386,958 sq. km has a population of around 4.5 million, many of who are located in the southern part of the country.

Stavanger is situated on the South-western coast of Norway (in the county of Rogaland), some 600 km from Oslo, the capital of Norway, and lies on a line of latitude level with the northern Orkney Islands. In 1125, work began on the Cathedral and in the same year Stavanger was officially recognised as a city. Its growth was slow and by 1800 there were still only 2,000 inhabitants. By 1900 however, this number had increased to 30,000 due to the thriving fishing and shipping industries. Before the Second World War, production of tinned sardines was the town's most important industry. The post-war years proved difficult until the 1960's when Stavanger became the oil capital of Norway. Today, after 50 years of economic growth, it has developed into a modern, cosmopolitan, multi-cultural and prosperous city. A large percentage of the Stavanger populace comprise oil workers from numerous companies and countries (although UK and US expatriates make up a large proportion of this). The excellent economy has allowed for the preservation of the special architecture and individuality of the town. The result is a pleasant blend of new and old in a large, but friendly provincial town populated by some 130,000 people making it Norway's 4th largest city.

Local Weather Trends/Climate

Despite common perceptions about Norway, the climate rarely gets very cold along the coast since the temperatures are heavily moderated by the "Gulf Stream". In the immediate Stavanger area the winter weather can range from crisp clear days (-5 to +5 C), to more damp and overcast periods. Snow in the Stavanger area tends to fall for short sharp periods and rarely lies around for more than a few days; however, it can be very icy under foot for protracted periods. The summer months can be very warm (Mid to upper 20's C) and sunburn is a potential problem in the clear air and bright sky. Daylight in the summer is in good supply although Stavanger is not far enough North to experience the *Midnight Sun*; the longest day will see daylight from about 0300 - 2330, and the depth of winter provides sunlight from about 0900 - 1630.

The Language and People

Stavanger is a very cosmopolitan area populated by a great percentage of foreign workers, since it is a major centre for a large number of oil companies. As you can imagine, these companies generate a large demand

for support services and although Norwegian remains the first language of most, the likelihood of not being able to communicate in English is remarkably small. Norwegians consider English as their second, as well as their working language and most gain a high level of competency at school.

The working language in the JWC is English but elsewhere the written and spoken language is, of course, Norwegian. Knowledge of the language is not a requirement to live and work with NATO in Norway. Almost all Norwegians speak very proficient English, plus, usually, one other language, likely to be German or Danish. While not a requirement, a rudimentary knowledge of Norwegian has a number of benefits, in particular with shopping and understanding labels, and in understanding the local papers and letters from Banks etc. Language classes are available, and are certainly worth having a go at even if you are not a natural linguist. All Norwegians are delighted and impressed if you make the effort to speak their language.

Airport

The closest airport is Sola Airport which is situated 12km from JWC. It is easy to catch a bus from the airport to many locations in and around Stavanger. This service is called *Flybussen*. You can buy your ticket from the ticket seller at the bus stop outside the main terminal (see transportation section).

MAP OF STAVANGER



HOLIDAYS AND CELEBRATIONS

Religious Holidays:

Many of the holidays in Norway are similar to Canada but there are some special celebrations as well:

Santa Lucia on December 13th when primary school children dress in white, wear tinsel in their hair and carry candles to represent faith and light in the darkness of winter. There are singing concerts for the children during Advent.

Christmas is celebrated in a similar way to North America but instead of Santa Claus leaving gifts, his elf, Julenisse, leaves gifts for the children. Family dinner typically takes place on Christmas Eve but the 25th and 26th are usually reserved for family gatherings. Traditional Christmas foods include: pinnekjott (salt dried lamb steamed over birch), Ribbe (roasted pork belly), lutefisk (dried cod preserved with caustic soda, reindeer and rommegrot (creamy rice pudding).

Easter is also celebrated in Norway.

Non- Religious holidays

Labour Day: May 1

Norway National Day is May 17th. Celebrating the day the Norwegian Constitution was signed, May 17, 1814 – marked with parades, concerts, social gatherings with people wearing traditional Norwegian costumes called “bunads”, which vary in colour and design from region to region. Everyone is encouraged to join in the celebrations.

“Russ” – this is celebrated strictly by high school students who are about to complete their 13th year of school and occurs prior to final exams instead of after. The students are dressed in brightly coloured coveralls – typically Red and Blue (sometimes white) and they can be seen around the city in the weeks leading up to May 17th. The students will participate in their own parades on May 17, which marks the end of Russ.

PUBLIC TRANSPORTATION

Convenient public transportation is available throughout the area at reasonable costs and regarded as one of the safest in the world. Discount rates apply to children. Monthly passes are available for a reduced fare. Norwegian families generally have only one automobile and all members of the family take public transportation whenever possible.

Bus – www.kolumbus.no

Train – www.nsb.no

Ferry – www.norled.no

School Transportation

ISS and the British school provide free bus transportation for Canadian dependents who attend their schools. Bus stops are within walking distance of most homes, but you will need to check with the school to ensure a bus stop is nearby **before signing the lease**. This can normally be coordinated during your HHT when you register your children at the school.

The French Lycée and Norwegian schools do not provide bus transportation (see pages 48-49).

Air, Rail, Ferry and Taxi Transportation

- Stavanger has one international airport with daily domestic and international flights. The two most frequently used carriers are SAS (affiliated with Air Canada) and KLM (part of Skyteam). It is worthwhile to sign up to both frequent flyer programs prior to your HHT to maximize awards.

Stavanger International Airport provides daily direct flights to Oslo, Copenhagen, Frankfurt, Amsterdam and London. From there you can fly to most any destination in Europe or in North America. There are many local travel agencies that provide reasonable airline prices with advance purchase. Ticket prices are significantly higher during the summer and Christmas holiday periods.

Some useful travel websites:

www.thetravelsite.com (Travel Packages)

www.travac.com (Airfares)
www.flyspesialisten.no (Airfares)
<http://www.budgetyourtrip.com/norway> (Budget travel in Norway)
www.wideroe.no (Airfares)
www.travel.com
<http://www.airbaltic.com/public/index.html>
<http://www.norwegian.com/en/>
www.ryanair.com
<http://www.cruiseshipcenters.com/en-CA/JohnLang/home>

- Rail: Service departs daily to Kristiansand, Oslo and Bergen with continued rail travel to Northern Norway.

<https://www.nsb.no/en/frontpage>

<http://www.visitnorway.com/plan-your-trip/getting-around/by-train/>

- Ferry Travel: There are several ferries that run to Denmark and up the Norwegian coast.

<http://www.visitnorway.com/plan-your-trip/getting-around/by-boat/>

<http://www.fjordnorway.com/planning-your-trip/getting-to-and-around>

<http://www.fjord1.no/eng/ferry>

- Commercial Taxi Services

Stavanger has a large number of commercial taxicabs and van services. This expensive but safe form of transportation is very popular among Norwegians and foreigners. The taxicabs are extremely efficient with each driver having a detailed knowledge of all main roads and most of the smaller residential streets. The strict "driving under the influence" law makes this the transportation of choice for a minimum of 12 hours after drinking (alcohol limit: 0.02%)

Taxi services: You can book a taxi online at: www.stavanger-taxi.no or by phone 51 90 90 903

HEALTH SERVICES

As a CAF member posted to a remote location in Europe, you are able to consult the medical services offered at the medical Geilenkirchen (GK) in Germany.

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

Facebook page: https://www.facebook.com/GKMedicalClinic/?ref=br_rs

Pharmacy Services

Capt Adam Calabrese, adam.calabrese@forces.gc.ca, Tel: +49 2451717 308

I Dental Unit Detachment Geilenkirchen

Canadian Forces Support Unit (Europe), Selfkant-Kaseme

Quimperlestrasse I 00, 5251 I Geilenkirchen, Germany

Clinic Phone Number: +49 (0) 2451 717 330 (leave voicemail if no answer)

Email: GKMedicalClinic@forces.gc.ca

Norwegian Medical facilities equate most favorably with Canadian standards. Non-emergency or elective medical services, however, may take a little longer than you might have come to expect in Canada. Another minor difference is that doctors often recommend "soft" medicine before treating with antibiotics or other "aggressive" means. Most foreigners perceive the private facilities to be quicker and more responsive to the needs of Canadians, but they are more expensive. Feedback from the community in Stavanger has been very favourable regarding private clinics with fast turnarounds and little wait times.

There is no Military Medical Officer at the JWC therefore all personnel and their spouses and children are required to register with a local civilian doctor of their choice through the Host Nation Support Office which will be done at the same time as your D number. Civilian practices are open during the day, Monday to Friday, do not have a call system at night or on weekends, and

also are closed for the summer holidays. During these times the Legevakt (like an Accident & Emergency/minor injuries drop in clinic) at the hospital is used. The Legevakt can be quite busy at times, so be prepared for a long wait.

Each time you or your dependents see a doctor in Norway you will be required to pay for the services you receive. You will also have to pay a fee when you visit the Legevakt, which may be more than for a visit to your normal doctor. Children under 12, however, receive free treatment at the Legevakt.

LOCAL HOSPITAL

Helse Sykehus (Stavanger University Hospital)
Located at: Amauer Hansens Vei 20

Emergency/life threatening: Call 113 (same as 911)

Non-threatening/minor (Legevakt): Located at Amauer Hansens Vei 30 (next to hospital).
Call: 51 51 02 02 (it is recommended to call ahead to advise you are coming to the clinic).

PRIVATE CLINICS

Called Forus Akutten, there are 2 locations. Call: 51 70 94 94 (one central number for appointments).

Forus
Luramyrvien 70
4313 SANDNES
Hours: Mon-Fri – 800-2000

Stavanger City Centre
Olav Vs Gate 11
4005 STAVANGER
Hours: Mon-Fri – 800-1600
Drop-In: Sat – 1100-1700

Kolibri – 52 69 69 69
Trim Towers Larsamyra
Hours: Mon-Fri – 8:00-16:00
Sat – 11:00-17:00

*Note: The Kolibri clinic at Trim Towers Larsamyra is also where the gym (Elixia) is that most families use (as there is no gym located on the base). Here, you will find an Optician, a doctor's office (with MRI and an Xray clinic and can also do most surgeries) and a Dentist's office. You can often get an appointment at the clinic on the same day you call. This clinic has been highly recommended by a family currently located in Stavanger.

Health Clinics and School Health Services

Guidance, advice, medical examinations and vaccinations are free for expectant mothers and children.

Sentrum Health Clinic

Telephone: 51 50 83 12

Visiting address: Klubbgata 5, 3th floor (entrance from Stavanger Storsenter, Arkaden)

Opening hours: Monday to Friday 08:00 – 15:00, Friday by appointment

E-mail (for appointments only):

sentrum.helsestasjon@stavanger.kommune.no

Hillevåg health clinic

Telephone: 51 90 64 20

Visiting address: Gartnerveien 41

Opening hours: Monday to Thursday: 08:00 – 15:00, Friday by appointment

E-mail (for appointments only):

hillevag.helsestasjon@stavanger.kommune.no

Hinna Health Clinic

Telephone: 51 91 22 83

Visiting address: Hinnasvingene 55

Opening hours: Monday to Thursday 08:00 – 15:00, Friday by appointment.

Family Physicians (a sample of doctors in the area)

Dr Margaret Walløe
Radhusveien 26
Solakrossen
4050 Sola
Tel: 5165 1218

Forus Legesenter
Heddeveien 120
4033 Forus
Tel: 5181 0360

Dr P T Haaland
Kari Loftusgata 16
4030 Hinna
Tel: 5188 2240

Sidsel Storhaug
Hippokrates Legesenter
Bankhuset 2 etg
4097 Sola
Tel: 5171 9490

Specialist Referral

A referral from a civilian general practitioner is required in order to access specialist care. Referrals are necessary for services including physiotherapy, chiropody and similar clinicians – unless you intend to pay for these privately. Specialist healthcare may be carried out in the local hospital or one of a number of specialist clinics in the area. You should make every effort to identify the costs of your treatment early and ensure national regulations cover reimbursement before entering into any agreement to undergo treatment.

PHARMACY SERVICES

Known as "Apoteks" in the area, the most common stores to visit are: Vitus Apotek, Apotek 1 and Boots Apotek. There is an Apotek in Stavanger which is open until 2300 at:

Loveapoteket
Olav Vs Gate 11
Stavanger
Tel: 5152 0607

Other Pharmacies:

Vitus Apotek

Olav Vs Gate 11

Tel: 51 91 08 80

Mon-Fri 8:30-23:00

Sat: 9:00-23:00

Sun: 10:00-23:00

Apotek 1

Kirkegate 2

Tel: 51 51 71 72

Mon-Fri 9:00 – 20:00

Sat: 10:00 – 19:00

Sun: Closed

The cost of prescriptions in Norway varies, as you pay for the drug prescribed rather than a standard prescription charge. Evidence of your D number may be required to collect prescriptions from pharmacies. Reimbursement of prescription charges will again be subject to the regulations explained above.

IMMUNIZATIONS

Appointments can be made either with a family physician or any of the private clinics listed above. Bring your up to date immunization record.

Personnel requiring routine or holiday vaccinations can either book an appointment with their own doctor, or make an appointment at the ForusAkutten. This is a private medical centre which offers a same day service and a range of clinical services beyond those found at the normal general doctors practice. The address and telephone number follows:

ForusAkutten

Luramyrvеien 79

4313 Sandnes

Tel: 5170 9494

In addition, GK normally sends a nurse and a doctor to visit Stavanger once a year in order to administer vaccinations among other things.

For an up to date list of required immunizations for your location, please contact our Community Health Nurse Capt Connie

Grant, connie.grant@forces.gc.ca, Tel: +49 2451 717 305

DENTAL CARE

There is no military dental officer at JWC. All members and dependents can register with a local dentist of their choice. Dentists operate similar working hours to the medical clinics referred to above.

Be aware that dental treatment in Norway is very expensive, but is of a very high standard. School age children (under the age of 18) are entitled to free dental care provided they have a D number. Only certain dentists provide this care; most dentists are private. Emergency treatment is provided by a duty dentist. Details of the duty dentist are published in the Saturday edition of the local newspaper 'Stavanger Aftenblad'. You can also contact the Dental Emergency Centre – Tel: 5152 3344.

The following is a list of some of the dentists currently used by JWC personnel. It is only a guide, and personnel are free to use whichever dentist they wish.

J C Knivsberg AS
Borehaugen 1
Postboks 758
4001 Stavanger
Tel: 5185 8686

Kate Adolfsen
Smilende Tenner
MarieroGarden
Breiflatveien 2
4017 Stavanger
Tel: 5188 9910

* Tannklinikken Gausel
Boganesgellen 9B
4032 Stavanger
Tel: 5181 6200

William Robert Porter
Langgt 42
4300 Sandnes
Tel: 5166 4397

* State dentist – not private. Provides dental care to school-age children only under age 18

Tannlegevakten (Dental Emergency Clinic): Call 51 52 33 44

Per Rune Brathetland / Kien Nguyen
Boganesveien 8
Tel: 51 88 15 11

OPTICAL CARE

If you wear glasses or contact lenses, bring an extra pair as they are very costly on the economy. (Note: hearing aid batteries are also pricey).

A recommended Optician is:

Dr. Meike Sporbeck
Oyelegene AS
Skagenkaien 31
4006 Stavanger
4777 5020
post@oyelegene.as

Animal Care/ Veterinary Services

Pet importation information can be found at www.mattilsynet.no
Information on importing pets is provided in English. With proof of proper vaccinations and examinations it is quite easy to bring a cat or a dog into Norway. A schedule of vaccinations and examinations is provided on the above mentioned website.

It is recommended that a "Pet Passport" be purchased at a local veterinary clinic on your house hunting trip as this makes importing/dealing with customs officials more efficient. The pet passport is then filled out by your chosen veterinarian in Canada. A pet passport can be purchased for a fee.

LOCAL VETERINARY CLINICS

Stavanger Smådyrklinikk
Torgveien 15C
Tel: 51 51 00 60
Mon – Thurs: 830-1800
Fri: 830-1630

Drylege Abrahamsens Smådyrklinikk
Randabergveien 36
Tel : 51 53 80 80
Mon-Fri : 900-1700

Hinna Smådyrklinikk
Boganesgeilen 9
Tel : 51 81 90 90
Mon-Thurs : 800-1800
Fri: 800-1600

RELIGIOUS SERVICES

Norway has an official Protestant State Church based on the Evangelical-Lutheran tradition. Although there is no separation of Church and State, all inhabitants have the right to exercise their religion freely.

There is no formal church associated with JWC but there are a few churches in the community that offer services in English:

St. Svithun
 Roman Catholic Church
 St. Svithuns gate 8
 Stavanger
stavanger.katolsk.no

North Sea Baptist Church
 Timoteiveien 13
 Stavanger
www.nsb.no
 English Service: Sunday 10:45

English Services: Sunday Mass 9:30 & 17:30
 Also offer bible study, men’s group, women’s group, youth group, etc.

Stavanger International Church
 The School of Mission and Theology Auditorium
 Misjonsmarka 12
 Stavanger
www.sic.no
 English Service: Sunday 11:00

Padre

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

<p>Maj Jean-Guy Morin Located in Casteau Responsible for Central Europe (Netherlands, Germany, France, Belgium)</p>	<p>Lt(N) Lesley Fox Located in London Responsible for UK and Northern Europe</p>	<p>Capt Gerson Flor Located in Naples Responsible for Southern Europe (Spain, Italy, Portugal, Turkey, Romania)</p>
<p>jean-guy.morin@forces.gc.ca +32 (0) 65 44 6179</p>	<p>lesley.fox@forces.gc.ca +44 (0) 1895 613 022</p>	<p>gerson.flor@forces.gc.ca +39 345 080 5673</p>

CHILD BENEFITS

Please note, MFS(E) strongly encourages you to do your own research regarding educational institutions for your children, based on their abilities and needs. The following is a list of international schools in the city of your OUTCAN posting. If you have questions regarding the curriculum, entitlements or other important questions, please contact the school directly or contact the Children's Education Manager for Europe: CEMGEE@forces.gc.ca

Other CEM contacts:

[https://www.cafconnection.ca/National/Programs-Services/Children-s-Education-Management/Contact-\(CEM\).aspx](https://www.cafconnection.ca/National/Programs-Services/Children-s-Education-Management/Contact-(CEM).aspx)

General information on Education and Training:

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

LOCAL SOCIAL SERVICES

The City of Stavanger has four health and social welfare offices (helseog sosialkontor) which provide a large number of municipal health and social services. These offices are co-located with the four NAV offices in Stavanger and share the same reception desk. Your home address determines which of these health and social welfare offices you should contact.

Eiganes and Tasta health and social welfare office visiting address:

Sverdrups gate 27 (entrance from the lower side)

Telephone: 51 50 82 00 / 83 00 E-mail:

eiganes.tasta.hs@stavanger.kommune.no

Opening hours: 09:00 – 15:00

Hundvåg and Storhaug health and social welfare office visiting address:

Klubbgata 1, ground floor

Telephone: 51 50 89 10

E-mail: postmottak.hundvagstorhs@stavanger.kommune.no

Opening hours: 09:00 – 15:00

Madla health and social Welfare office (Madla, Tjensvoll and Stokka) visiting address:

Madlakrossen 6-8, ground floor

Telephone: 51 50 84 00

E-mail: Madla.hs@stavanger.kommune.no

Opening hours: 09:00 – 15:00

Hillevåg and Hinna health and social welfare office visiting address:

Gullspennetunet 1, ground floor

Telephone: 51 91 22 50

E-mail: hillevaag.hinna.hs@stavanger.kommune.no

Opening hours: 09:00 – 15:00

POSTAL SERVICES

Mail sent to the CFPO is transported from CFB Trenton, to CFSU(E) in Geilenkirchen, Germany where it is then forwarded on to members/families at JWC Stavanger. Mail is typically redirected from Germany to Norway once a week.

Redirection of mail/Delivery to Norway via CFPO

Address:
Name, initials
RP Norway
PO Box 5053 STN Forces
Belleville, Ontario K8N 5W6

Parcels from family/friends must have an accompanying customs form provided by Canada Post. A list of items as well as an approximate value for each item must be stated on the parcel. When used items are mailed (as opposed to new), place "NCV" (no commercial value) in the value block.

All mail is subject to Norwegian Customs regulations. If the item is valued at less than 1500 NOK (approx. \$230 CDN) or marked as a "gift" the items may be imported free of tax and duty. In the event your parcel is inspected by Norwegian customs you will have to obtain and complete a customs clearance form (NATO Form 1). The Canadian Element Clerk can provide this form to you and assist you in completing the form and advising on where to take the form to get the parcel cleared by Customs. This applies to items shipped directly to your Norwegian address as well as to the Canadian Element Office at JWC.

It is worth noting that most parcels are delivered to the Canadian Element Office without issue, but members must be aware that there is a possibility their parcel will get stopped by customs and they may be required to complete a NATO Form 1 and/or be required to pay tax and duties on items over the 1500 NOK limit.

Sending mail back to Canada

Through the CFPO, letter mail and parcels can be sent back to Canada via the Canadian Element office at JWC, which mails items to CFSU(E) in Geilenkirchen, who then ships the items back to Canada. Shipping is free from Stavanger to the Belleville, Ontario mailing address; however, the member is responsible for covering the cost of postage from Belleville to their chosen destination within Canada.

Letter mail requires a Canadian stamp. Parcels require a Canada Customs form to be filled out and attached to the parcel. These forms are available at the JWC Canadian Element Office.

It is recommended that members use the Canada Post Service "Ship-in-a-Click" to pay for their parcel delivery.
www.canadapost.ca/personal/tools/cst/intro.easp

JOINT WARFARE CENTRE (BASE)

Location and Contact Information

Chief Community Support Section:

Gordon Ramsay: organizes JWC community support services and events.
Gordon.ramsay@jwc.nato.int

Canadian Services

Host Nation Support provide support with local community services translating documents, Norwegian Customs, banking, mobile phones, local services set up, etc.

The following services are available on the base:

- a. Hairdresser - Tel: +47 5287 8980
- b. Central Cellar - Tel: +47 5287 8985 / 8986
- c. All Ranks "Jåttå Community Club" - Tel: +47 5287 8984
- d. Sports Office - Tel: +47 5287 9238
- e. Library - Tel: +47 5287 8983

LOCAL SERVICES

Local dry-cleaner ("Rensriet" in Norwegian)

Rensriet Lokkeveien
Hillevåg
Lokkeveien 73
Tel: 51 52 30 05

Rensriet Kongsgata
Kongsgata 40
Tel: 51 89 56 53

Rensriet
Gartnerveien 27
Tel: 51 21 53 20

Laundry Services

There is a laundry room on the base that is maintained by the American 426 Services but the facility is open to all NATO employees on the base. The

machines are standard North American size, there are no oversized machines. Each load is 10 NOK.

Barber & Beauty Shops

There is a barber/hair stylist service on the base
Salong Dada – prices are much lower here than on the economy. Open weekly Mon-Wed.

There are many hair salons “Frisørs” in Stavanger. The average price for a men’s cut is \$40 CDN and a woman’s cut starts around \$60CDN, with average price for cut & colour approx. \$200 CND, highlights would be an additional fee.

Esthetics

Spa services are available, but more expensive compared to Canadian services and are considered a luxury to Norwegians.

Library

Base Library – open Tues, Thurs, Fri 10:00-14:00
Good selection of children/adult fiction/non-fiction, mostly English, some German, DVD lending – NA and European
EBooks available
Ability to order certain books from American lending library if not available in local library

Sølvberget Culture house – located downtown Stavanger – open Mon-Fri – 8:00-21:00, Sat 10:00-21:00 and Sun 12:00-21:00
Contains lending library, cultural centre, cinema, coffee shop, convenience store and restaurant
Can obtain library card to borrow materials from all libraries in Norway – just provide “D number” and local address.

Child Care

There are no child care services provided on the base; however, there are day care centres scattered throughout Stavanger. You can find application forms and a list of all of the day care centres (barnehager) in Stavanger at www.stavanger.kommune.no/barnehage. You must apply electronically to obtain a place or to change a place in a day care centre. This applies both to municipal and private day care centres. If you have any queries, contact the

juvenile and welfare service (oppvekst- og levekårservice) by phoning 51 91 26 96 or by sending an e-mail to: oppvekstservice@stavanger.kommune.no

DRIVING IN NORWAY

Highways in Norway tend to be well maintained throughout the year. Roads are narrow, but the volume of traffic in Stavanger is low, so congestion is rare. The main difference from driving in Canada tends to be in winter, when ruts worn into the surface by studded tires create conditions similar to driving on a railroad track. That said, practically all main roads are well cleared of snow during the winter. Visit: <http://www.vegvesen.no/en/Home> for online information about driving in Norway.

Cell Phone Use and Regulation

The use of hand-held cellular phones while operating a vehicle is illegal in Norway. Fines are 1500 NOK (\$300). Radar detectors are also illegal.

Drinking and Driving Regulations

Norwegian regulations regarding driving while under the influence of drugs or alcohol are very stringent. The legal limit is far less than in Canada (0.02%), therefore, it is an accepted rule that no drinks will be taken before driving. Legal enforcement is ensured by frequent roadside checks, not only at night, but in the morning (on your way to work).

A person convicted of a drink/drive offence may be imprisoned for up to 21 days and will, in addition, lose their driving license and be subject to a fine of one month's salary. Proof of drink/drive offences is determined by Breathalyzer tests administered by the police, and if the driver tests for an alcohol content of 0.02% or more, the person concerned is considered to be under the influence of alcohol. Blood tests of less than 0.02% may result in prosecution if it can be ascertained as to what time drinking commenced.

Speed Zones

Residential areas: **40 km/h**.

Populated areas: **50 km/h**.

Sparsely populated areas: **80 km/h**.

On the best motorways: **100 km/h** (An upper speed limit of 130 km/h has been proposed)

School zones: **20 km/h**

Traffic/Detour Signs

Norwegian road traffic regulations are available on www.vegvesen.no and www.nordicroads.com

Here are few general rules:

- a. Priority from the right is the general rule, even when a minor road from the right joins a larger road - and local drivers tend to exercise this right. When you are on a priority road (the road you are on is marked with a yellow diamond sign), the priority from the right rule does not apply. Be aware, however, that drivers often exercise this right regardless of the status of the road. Buses have right of way when pulling out from a bus stop and will signal and go whether you are there or not.
- b. You must stop and give way to pedestrians at a pedestrian crossing and wait until the pedestrian has completely cleared the crossing.
- c. There are very few traffic lights in Stavanger. Traffic circles are common at intersections. Whoever is in the traffic circle has the right of way.

It is highly recommended that you review the Norwegian road signs before you drive. Visit:

https://en.wikipedia.org/wiki/Road_signs_in_Norway

What To Do in the Event of an Accident

You should have a red warning triangle and a fluorescent vest in your car in case of an accident. Wearing the vest, place the triangle a safe distance from your car to warn other drivers of the accident. Call 112 to get the police. Get the licence number, name and insurance company of the other driver. Try to take photographs if you can. Also attempt to get the names and addresses of any witnesses. Then contact us and / or your insurance company.

Required Documents to be Kept in your Vehicle

The following items must be kept in your car at all times:

Registration Book
Insurance Policy
Driving License (when actually driving)
A shovel (during winter)
Warning triangle
Accident report form (in Norwegian and English)
First Aid Kit
Reflective/high visibility Vest (as of 1 Mar 07)

All vehicles must be equipped with the following, whether they are imported or new, in order to be registered:

Outside mirrors on both sides, and an internal mirror
Emergency lights
Safety belts for driver and each passenger
Laminated windscreen
Speedometer with markings in kilometers.
Vehicle engine number (VIN) etched on the engine block or frame (can be done here).

* In case of breakdown, warning triangles must be deployed and anyone exiting the vehicle must wear a reflective vest.

Car Rental

There are many car rental agencies at Sola International Airport including: Avis, Europcar, Hertz and Sixt. You can go directly to rental agency websites to book and/or travel booking sites like Expedia.

www.europcar.com (Airport phone number (47) 51 65 10 90)
www.budget.no (Airport phone number: (47) 51 65 07 29)
www.avis.no (Airport phone number: (47) 51 71 89 50)
www.nationalcar.com (Airport phone number: (47) 51 69 09 80)
www.rent-a-wreck.no (Sola phone number: (47) 51 64 70 50)

Parking

Parking – “parkering” in Norwegian. You will be required to pay for parking in most downtown locations (on street and parking garages) – most parking ticket machines take both coin and bank/credit card, however some only take cards.

Many mall parking lots require a validated parking ticket – this requires you to get a ticket from a machine and displaying it in your vehicle – parking is free for a 2hr period but must display ticket.

You are not allowed to park on main roads in Norway but there are plenty of municipal parking lots to use. You can recognise different parking meters by their colour. Yellow meters signify that you can park for one hour, two hours at grey meters and three hours at brown meters. Display your parking ticket on the dashboard of the vehicle.

Parking tickets are very common in Stavanger and the authorities are extremely diligent in watching the parking lots, especially community facility parking lots like at a hockey rink or soccer field. Fines can range from 300-800 NOK depending upon the time and place of the infraction. Unlike Ontario and most of Canada, you can also be fined in a private parking lot. If you park in the lot designated for a particular store or mall and go into the store one lot over, you can be fined. The individuals that hand out the tickets in these lots receive bonuses for the number of tickets that they hand out so they tend to be even more vigilant than the municipal employees.

Booster Seat Regulations

The Traffic Act lays down that: Adults must use a seat belt and are responsible for the safety of all children in vehicles in Norway. Children under four and a half feet (135 cm) must use child restraints that are correct for their weight. The driver is responsible for ensuring that children under 15 years of age are using the mandatory child restraint, and will be fined for non-compliance if stopped by the police.

Child restraints are divided into weight categories. It is important to follow the instruction manual carefully so that the car seat is properly installed. If you need help installing the seat, ask the staff at the shop where you bought it. Used equipment should not be more than five years old, and you must make sure that it has not been in a collision.

Follow the guidelines found here:

http://www.vegvesen.no/_attachment/307291/binary/540918

Buying a Vehicle

If you are planning on buying a car in Norway keep in mind that it can be very difficult to meet Canadian standards. Do your research as you may not be able to bring it back to Canada. For more information visit

<https://www.tc.gc.ca/en/services/road/importing-vehicle/countries-other-united-states.html>

Selling Your Vehicle

When a vehicle changes hands, the transfer of ownership must be reported to the Norwegian Public Roads Administration (NPRA).

It is easy to fill in the Notification of Sale and submit it online using the Self-service Facility for Notification of Sale:

<http://www.vegvesen.no/en/Vehicles/Buy+and+sell/Registering+change+of+ownership>

You can also choose to fill in the Notification of Sale on paper and hand it in or mail it to one of our Driver and Vehicle Licensing Offices (Trafikkstasjoner).

This can be done by filling in a [Notification of Sale](#) form and submitting it by mail or in person to a Driver and Vehicle Licensing Office, no later than three days after the change of ownership. You can also use Part 2 of the Vehicle Registration Certificate (VRC) as a Notification of Sale.

If you choose not to use Part 2 of the VRC as the Notification of Sale, you must still hand in Part 2 of the VRC. This document must always be submitted to us before a transfer of registration can be completed.

Speeding Penalties

Speed limits are lower from those you are used to and the police strictly enforce these limits. Unmanned surveillance cameras are also used to catch drivers unaware. You cannot travel 10 % over the limit without being stopped (as several Canadians here can attest). As of September 2009, fines for being over the speed limit were: 5km – 600 NOK (\$120), 10 km – 2900 NOK (\$580), 20 km – 3600 NOK (\$700).

Glossary of Driving Terms (Norwegian/English)

høyre = right hand (side)

venstre = left hand (side)

venstre felt = left hand lane

omkjøring = diversion

istapper = ice bumps (in tunnel openings)

fartsdempere, fartshump = speed bumps

opphøyd gangfelt = raised pedestrian crossing (speed bump)
gågate = pedestrian zone
maks 2 timer = max 2 hours (parking)
elgfare = risk of elk/moose
særlig stor elgfare = extreme risk of elk/moose
anleggsarbeid = road works/construction ahead
stopp ved rød blink = stop if red light signal
stengt = closed
glatt = slippery, icy
tele = frost in ground
telehiv, teleskade = frost bulges, frost heaves, frost cracks
parkering = parking

Toll (Bomstasjon) Information:

There are no blanket tolls on Norwegian roads, but some sections of road, and some bridges and tunnels, are subject to tolls. City tolls are payable by motorists entering Bergen, Oslo, Stavanger and Trondheim. Bomstasjon, or toll booths, can be encountered along major roads in Norway. Visit: <http://www.autopass.no/en/visitors-payment> for information about tolls and obtaining an Auto Pass before you travel.

Maintenance of Vehicles

Repairs in Norway can be expensive, particularly if you have an unusual make of car. It is a good idea to bring spare parts with you. You can buy oil, plugs, and anti-freeze at the BX.

The major automobile organization in Norway is NAF (Norges Automobil Forbund), which provides a service similar to CAA. www.naf.no (Tel: 47 810 00 606)

Motoring Organizations

The major motoring organisation in Norway is NAF.

<http://www.naf.no/> (In Norwegian Only)

ITEMS YOU SHOULD HAVE IN YOUR CAR

The following items are useful and should be carried in your vehicle:

- o Proof of identity – certified true copy of passport is always best.
- o Proof of Insurance

- o First aid kit (to include 2 pairs of disposable gloves).
- o Warning triangle
- o Reflective vests for any passengers who leave the vehicle; e.g. when stranded by the side of the road. One vest per seat is required
- o A disposable camera or a small digital camera in your accident kit (optional)
- o International Driver's License

Traffic Office in GK:

+CFSUEFE@forces.gc.ca (Traffic Section)

+49 (0) 2451 717 119

+49 (0) 2451 717 136

<http://www.forces.gc.ca/en/caf-community-benefits/relocation.page>

Registrar of Imported Vehicles : Authorization for importation to Canada.

<http://www.riv.ca>

Information on Driver's Licence in Canada and Renewal

Province	Mailing Address	Phone Number	Internet Site
Alberta	Alberta Transportation Main Floor- Twin Atria 4999-98 Ave Edmonton, AB T6B 2X3	(780) 310- 0000 Outside AB: (780) 427- 8230	Government of Alberta Ministry of Transportation: Drivers & Vehicles
British Columbia	ICBC Licensing Driver Services Centre 151 West Esplanade North Vancouver, BC V7M 3H9	From Lower BC: (604) 661- 2800 Toll Free in NA: (800) 663- 3051	http://www.icbc.com/dri ver- licensing/Pages/default.a spx
Manitoba	Manitoba Transportation Driver & Vehicle Licensing 234 Donald St, Box 6300 Winnipeg, NB R3C 4A4	(204) 985- 7000 Fax: (204) 954- 5338 or Toll Free in NA: (800) 665- 2410	http://residents.gov.mb. ca/reference.html?d=det ails&program_id=304

Province	Mailing Address	Phone Number	Internet Site
New Brunswick	NB Department of Transportation 364 Argyle St Fredericton, NB E3B 1T9	DPS-MSP.Information@gnb.ca	http://www2.gnb.ca/content/gnb/en/services/driving_and_vehicles.html
Newfoundland & Labrador	Motor Registration Division Department of Government Services PO Box 8710 St. John's NF A1B 4J5	(709) 729-4834	http://www.gs.gov.nl.ca/drivers.html
North West Territories	Government of NWT Department of Transport 5003 – 49th Street, Yellowknife NWT X1A 2L9	(867) 873-7487 Fax: (867) 669-9094	http://www.dot.gov.nt.ca/_live/pages/wpPages/issuingoffices.aspx
Nova Scotia	Nova Scotia Registry of Motor Vehicles 300 Horseshoe Lake drive Bayers Lake Business Park Halifax, NS B3S 0B7	(902) 424-5851 Toll Free in NA: (800) 898-7668	http://www.gov.ns.ca/snsmr/access/drivers.asp
Nunavut	Motor Vehicles Division Department of Economic Development & Transportation Box 1000 Station 1575 Iqaluit, NU X0A 0H0	Toll Free: (867) 975-7800	http://www.gov.nu.ca/programs-services/vehicle-registration

Province	Mailing Address	Phone Number	Internet Site
Ontario	Ministry of Transportation Licensing Admin. Office 77 Wellesley Street West Ferguson Block, 3rd Floor Toronto, ON M7A 1Z8	(416) 235-2999 Toll Free: (800) 387-3445 Fax: (416) 235-4414	http://www.mto.gov.on.ca/english/dandv
Prince Edward Island	Prince Edward Island Depart. of Transportation & Public Works PO Box 2000 Charlottetown, PE C1A 7N8	(902) 368-5228 Fax: (902) 368-5236	http://www.gov.pe.ca/tir/index.php3?number=20138&lang=E
Quebec	Societe de l'Assurance Automobile de Quebec P.O. Box 19600, Terminus 333 blvd. Jean-Lesage Quebec, PQ G1K 8J6	Quebec, PQ: (418) 643-7620 Montreal, PQ: (514) 873-7620 Toll Free in PQ: 1 (800) 361-7620	http://www.saaq.gouv.qc.ca/en/index.php
Saskatchewan	Saskatchewan Government Insurance (SGI), Licensing and Registration Services 2260 11th Avenue Regina, SK S4P 0J9	(306) 775-6900 Toll Free: (800) 667-9868	http://www.sgi.sk.ca/individuals/index.html

Province	Mailing Address	Phone Number	Internet Site
Yukon	Gold Creek Building (Old Rogers Video Building) Unit A, 2251-2nd Avenue Whitehorse, Yukon Y1A 5W1	(867) 667-5315 Fax: (867) 393-6220 Toll Free: (800) 661-0408 ext. 5315	http://www.hpw.gov.yk.ca/mv/mvdrlic.html
Transport Canada	Transport Canada Tower C, Place de Ville 330 Sparks St Ottawa, ON K1A 0N5	(613) 990-2309 Toll Free: (866) 995-9737	http://www.tc.gc.ca/eng/road-menu.htm

Travel Advisories

Remain vigilant and ensure personal belongings, passports and other travel documents are secure at all times.

Carry a valid Canadian passport, whether you are travelling 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. When you make purchases with a credit or debit card, your passport will be required to verify your identity.

Exercise normal safety precautions. 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. Be advised that many countries require visas in advance either for official or vacation travel. It is recommended you research the policy for each country prior to travel. For the most updated information please visit:

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

Travel Advisory UK:

<https://www.gov.uk/foreign-travel-advice/latvia>

Travel Advisory US:

<https://travel.state.gov/content/travel/en/traveladvisories/traveladvisories/latvia-travel-advisory.html>

European Commission Country Reports (2019)

https://ec.europa.eu/info/publications/2019-european-semester-country-reports_en

CIA World Factbooks (One Pagers from US)

<https://www.cia.gov/library/publications/the-world-factbook/geos/pl.html>

Living Abroad (from Gov.UK)

<https://www.gov.uk/topic/help-british-nationals-overseas/europe>

ENTERTAINMENT AND LEISURE

Cinema

- Sølverberget Stavanger Culture house
Sølverberggata 2
+47 51 50 74 65
- SF Kino Stavanger
Cinema
Sølverberggata 2
+47 51 51 07 00

Entertainment

- Bowling
Harbour Bowling – <http://www.harbourbowl.no/>
Skagen 27
- Metro Bowling – www.metrobowling.no
Langflåtveien 29
- Lucky Bowl – www.luckybowl.no
Auglendsmyrå 9

Hobby and Craft Clubs

- JWC Ladies Club – facebook.com/JWC Ladies Club
Social evenings held once a month from Sep-May – also book club, craft club, English/French conversation groups, travel club, thrift shop
- PWC – www.pwc-stavanger.no
International English speaking social organization - coffee mornings, hiking, book club, craft club, yoga, movies, etc.

Athletic/Sports Clubs

The JWC has a number of active clubs, which include:

Golf Club
Diving Club
Football Club
Volleyball Club
Tennis Club
Winter Sports Club
Sailing Club

Motorcycle Club
Cycling Club
International Women's Club
Orienteering Club

Winter Sports

In Norway, the major skiing activity is "cross-country" skiing, which provides the opportunity for the whole family to venture onto the many trails in the countryside not far from Stavanger. Downhill skiing is also available but some travel is required in order to use the downhill slopes at the ski resorts a few hours from Stavanger.

The JWC has an active Winter Sports Club, which provides the beginner and expert with the opportunity to take part in day and weekend trips to various resorts in Norway.

Ski equipment is plentiful in the local shops, however there is a thriving second hand market for all types of skiing equipment for all ages. The UK Support Unit has a large stock of cross-country skis, boots and poles for hire, with the US 426 ABS having the equivalent downhill equipment for hire.

Sailing

There is a well-equipped Sailing Club, which has a fleet of 2 RS200, 2 Dart 16's , 2 Yngling day sailors, 10 Bosuns, 2 Lasers, 12 Toppers, 4 Pico's and a 6 berth sailing cruiser. Powerboats are 1 Rigid Raider, 1 Dory and 1 Gemini.

The boats are stored at 2 sites; the dinghies are at Hafrsfjord where they can be sailed in the safety of an inner fjord while the remaining vessels are berthed in the Hundvåg marina in order to make use of the extensive fjords and open sea around Stavanger.

Restaurants

Café/Coffee Shops/Bakeries

Kanal Snurren
Godt Brød
Rena Xpress
Wayne's Coffee
Joe and the Juice
Coffee Berry

Restaurants

Døgnville Burger – <http://dognvillburger.no/>

Kitchen & Table – www.kitchenandtable.se/welcome

The Fish Market – <http://fisketorget-stavanger.no/>

Sabi Sushi – www.sabi.no

Renaa Matbaren – www.restaurantrenaa.no

Matmagasinet – www.matmagasinet.no/cafe

Mogul Indian – www.mogulindiarestaurant.com

Thai Cuisine – <http://thaicuisine.no/>

Bike Trails

- Bike Trails
<http://www.regionstavanger.com/en/Children-and-families/Bicycling/Bike-routes/>

Skiing

- Skiing/Winter sports
<http://www.stavangertravel.com/skiing-winter.cfm>
- Ski bus from Stavanger to Sirdal
<http://www.tidereiser.com/skibus-stavanger>
[facebook.com/snobussen](https://www.facebook.com/snobussen)

Recreation Centres

- Brekko Recreation Centre
Brekko
4330 Ålgård
51 66 71 70
post@jarenfri.no
- Sørmarkveien 20, 4019 Stavanger, Norway

Walking

- Norway has some fantastic scenery and the best way to enjoy it is to walk the moors and mountains. There are extensive paths and routes to follow throughout Norway.
<http://campaign.visitnorway.com/uk/Hiking-holidays-in-Norway/>

<https://www.hurtigruten.co.uk/excursions/>
<http://www.fjordnorway.com/things-to-do/hiking>

Swimming Pools

- Stavanger Svømmehall – 4 community pools in the area – addresses and hours:
www.stavanger.kommune.no/svømmehallen

Parks

- <http://www.regionstavanger.com/en/Attractions/Parks-and-gardens1/>

Flor & Fjaere (“Flowers and Feathers” in Norwegian)
Stavanger Botanical Garden
The GeoPark
The Magma Geopark
Rogaland Arboretum

Amusement Parks

- Kongeparken Family Park – Southwest Norway’s largest amusement park
www.kongeparken.no/english
Kongsgata 20
Ålgård

Beaches

There are a number of clean sandy beaches near Stavanger, which are popular with families during the summer and attractive to board sailors, surfers and canoeists throughout the year. The ones near the airport (and thus the closest) tend to become quite crowded during the good weather, whilst a southbound trip of about 45 minutes will take you to the dune protected sand strips that can measure up to 1 mile in length.

TRAVEL SERVICES

- Airlines
KLM – www.klm.com/home/no/en
Norwegian – www.norwegian.com/en
SAS – www.sas.no/en
Wideroe – www.wideroe.no/en

- Reservations Web Sites – you can use most travel reservation sites from Canada, however you can sometimes get better deals by using the Norwegian website (.no)

www.expedia.no

www.momondo.no

www.booking.no

- Hotels

Clarion Hotel Stavanger

Ny Olavskleiv 8

www.nordicchoicehotels.com/clarion/clarion-hotel-stavanger

Clarion Collection Skagen Brygge

Skagenkaien 30

www.nordicchoicehotels.no/clarion-collection/clarion-collection-hotel-skagen-brygge/

Comfort Hotel Square

Lokkeveien 41

www.nordicchoicehotels.com/comfort/comfort-hotel-square/

Radisson Blu Royal

Lokkeveien 26

www.radissonblu.com/en/royalhotel-stavanger

Radisson Blu Atlantic

Olav v's Gate 3

www.radissonblu.com/en/atlantichotel-stavanger

These are all well situated near the centre of Stavanger. Most families will reside in a hotel for up to 30 days while waiting for their effects.

- Apartment Rentals/Holiday Homes

There are many holiday home rentals available in Norway. You can rent anything from a house, an apartment, a cabin on a fjord, to a room in a house. There are many online sites to choose from including:

www.vacationrentals.com
www.booking.com
www.airbnb.com
www.homeaway.com

Ask around for recommendations when searching out a holiday rental as your community will likely have insight into how to find good deals in the area.

- Excursions

For day trips, there are many places for hiking, walking or boating. The following websites may be of assistance:

<http://www.camelotmedia.com/norway1.html> (Stavanger is in Rogaland County)

www.spin.no (Superior information provided by the Petroleum Wives Club of Stavanger)

<http://www.travelnotes.org/Europe/Distances/Stavanger.htm#.Vw-V4PkrLIU>

(Driving Distances)

<http://www.budgettravel.com/norway.htm> (Budget Travel in Norway)

- Sites of Interest

In Town:

Gamle (Old) Stavanger

Stavanger Cathedral

Stavanger Maritime Museum

Norwegian Petroleum Museum

Stavanger Archeology Museum

Stavanger Canning Museum

Museum of Fine Arts (Kunst museum)

Iron Age Farm

The 3 Swords Monument

Briedablikk (ship owner's residence from 1881)

Surrounding area:

Sola Strand (beach)

Flor og Fjaere (island with gardens and gourmet meals)

Priekstolen (pulpit Rock) (hiking)

Manafossen Falls (hiking)

Kjeragbolten (hiking)

Lyseboten Fjord (ferry through the fjord)
Utstein Monestary (medieval monestary)

ADMINISTRATION

As a general rule, you will find everything more expensive in Norway than you are probably used to, with most places accepting either debit or credit cards as preferred methods of payment.

BANKING

There are a number of banking options available in Norway. It is highly recommended to keep a Canadian account open (both savings and chequing) so you can continue to get English books and magazines from Canada pay bills, shop etc.... To open a Norwegian bank account it is required that you have obtained your Norwegian Personal Number ("D" number). Major credit cards are accepted in most stores. Internet banking is widely available in Norway. Because of the relatively high cost of living, many Canadians do some mail order shopping from the USA and at various US Forces retail outlets in Stavanger and elsewhere in Europe. This requires US Dollars or the use of a credit card. The Stavanger BX and the Cellar accept Norwegian Kroner (NOK) or credit cards.

VISA and Master Card are both accepted at most Norwegian stores. American express is also widely accepted. On your HHT, you should set up a Norwegian chequing and/or savings account. Bank service charges are high for all services. Fees to cash cheques or transfer funds are exorbitant so make arrangements before leaving Canada to receive electronic payments (for child tax credits, income tax returns, etc).

Norwegian Banking System

The Norwegian banking system offers facilities for current accounts, joint accounts, and deposit accounts. Personal loans are also available, but you should note that overdrawing your personal account without agreement from the bank is a criminal offence in Norway. Which bank you choose to use is entirely up to you. All offer equivalent services and are well versed in the needs of the NATO community. Differing service fee options are available.

Credit Cards

The more common credit cards, such as "MasterCard" and "Visa", are accepted by most outlets and shops in Norway. Cards and NOK are accepted in the Central Cellar, and credit cards, NOK and US Dollars are accepted in the US BX.

Debit Cards

These can be used in most of the local shops, the Central Cellar, and the US BX. Upon opening an account, your bank will provide you with a debit card for use against your local account.

Currency

The Norwegian monetary unit is the Norwegian Kroner, or Crown, (short form NOK or NKr). One hundred øre equal 1 Kroner. Bank notes and coins in circulation are as follows:

Notes: 1000, 500, 200, 100 and 50 NOK

Coins: 20, 10, 5 & 1 NOK

Exchange rates

To view current exchange rates, visit:
<http://www.xe.com/currencyconverter/>

INSURANCE

Insurance Vehicle

On posting to Norway, you are classed as a temporary resident and should "register" your car with the local authorities for Norwegian number plates within 30 days of importation. The detailed procedure for registering your car is available from Community Support Branch on arrival and your sponsor(s) should guide you through the process. Before a vehicle can be registered it must be insured by a Norwegian company against at least third party liability. Most Norwegian companies will honour a "no claims bonus" certificate so bring with you a letter from your present Insurance Company stating the number of years of claim free driving - not just the % bonus. Norwegian Insurance covers you for travel anywhere in Scandinavia without the necessity for a green card but if you wish to travel outside this area you must inform your insurance company. Experience has shown that it is important for you to know what cover a policy provides and more

importantly the exclusion clauses, which are incorporated. When purchasing insurance with a Norwegian Company, have them explain carefully the conditions of the policy and the exclusion clauses prior to committing yourself.

Insurance Home

You can obtain home insurance (contents insurance) through the same provider as your car insurance.

AROUND THE HOUSE

Metric Conversion Chart

Norway has been using the metric system since 1875.

Metric Units	Customary Units
1 centimeter	0.394 inch
1 meter	3.281 feet or 1.093 yards
1 kilometer	0.621 mile
1 gram	0.035 ounce
1 kilogram	2.205 pounds
1 milliliter	0.034 fluid ounce
1 liter	1.057 quart or 0.264 gallon

Gas Mark	Fahrenheit	Celsius	Description
1/4	225	110	Very cool/very slow
1/2	250	130	---
1	275	140	cool
2	300	150	---
3	325	170	very moderate
4	350	180	moderate
5	375	190	---
6	400	200	moderately hot
7	425	220	hot
8	450	230	---
9	475	240	very hot

TRANSFORMERS/CONVERTERS

In Norway plugs are of the 2-pin variety. The best plan is to seek a supply of Norwegian plugs from your predecessor, if applicable, although these are not expensive. You should let your sponsor know what you need in terms of transformers and small appliances and they can assist you in identifying where they can be purchased. You can also have your sponsor canvas outgoing members to inquire if they are interested in selling such items.

Household current in Norway is 220 VAC, 50 cycles. Any appliance you have which uses 110/220V, 50/60 Hertz should work fine. Transformers to convert 220 to 110 are available in the American shoppette and local hardware stores. You may also buy transformers from the family you will replace. GK will reimburse 50% of the purchase price of three transformers/converters.

You will require transformers to operate North American appliances, unless they are convertible. There is no trouble converting 220v to 110v through a transformer, but it is not possible to convert 60 cycles to 50 cycles. Check all your electrical appliances. If the appliance states 'suitable for 50 and 60 cycles' it will work in Norway. If it shows only 60 cycles, it may still be operated through a transformer, but the performance may be affected. Some 60-cycle appliances, such as turntables, can be converted at a cost, but then must be reconverted on return to Canada. Purely resistive appliances, such as frying pans and irons, are not affected by the cycle change. Microwave ovens are

particularly troublesome. Most rental properties come with a microwave oven, so this should not be an issue. You can always purchase one upon arrival and/or request one from your landlord if there isn't one in your chosen property.

Safety Precautions

There is no nationwide advisory in effect for Norway. Exercise normal safety precautions, especially when hiking, boating and driving on the roads during inclement weather.

Municipal Services

Garbage and recycling services differ based on where you live. For information on garbage and recycling services in your chosen area, visit: <http://www.stavanger.kommune.no/no/Tilbud-tjenester-og-skjema/Bolig-bygg-og-eiendom/Renovasjon/Information-in-English/>

PETS

Dogs and cats being brought into Norway from Canada are no longer (from July 2004) required to undergo compulsory quarantine. Check the web site for vaccination requirements: <http://www.pettravel.com/immigration/Norway.cfm>

Know that you will have to start as early as you can if you intend to arrive with your pet. Blood draws and serology testing requirements have stringent time-lines and can only be done by authorized testing facilities. Most vets issue (for a fee) a pet passport which is great to have if you travel in Europe.

You will have to call the Norwegian vet to meet your pet on its arrival at the airport in Stavanger; your pet will not be released to you if you don't. The phone number is: 5168 5600. Give the vet your pet's flight arrival number and he or she will be there to administer the vet importing paperwork.

Anyone wishing to import animals into Norway should visit the following web page for additional information: www.mattilsynet.no (In English)

SHOPPING

Shopping conditions in Norway are generally reasonable, and you will be able to find most things you want with a little time, patience, and perseverance. Quality might be an issue for certain products such as fresh meat, fruits, and vegetables. The food chains offering the most variety are HELGØ, COOP OBS, ULTRA and ICA-MAXI. LIDL is a little warehouse type store that is popular in Germany and has a Stavanger outlet.

A value added tax (VAT) of approximately 25% is included in the price of most items sold in the local economy. The Status of Forces Agreement (SOFA) allows a refund of the VAT on a selected range of non-consumable merchandise sold to NATO members and/or their families. The Canadian Element office can help you in seeking a refund for merchandise eligible under this program which is usually done monthly. A receipt with item description, price, VAT amount, and store name and address is required. As most receipts are in Norwegian, it is a good idea to write an English translation on them at time of purchase to make the VAT process easier.

There are numerous shops for furniture, clothing, electronic and other household items in the Stavanger area and the overall cost of items is good, particularly when the MVA (tax) is recovered. As NATO staff, you are entitled to claim back the MVA on non-consumable items, such as furniture, clothing, car parts, electrical goods, toys, etc. Food, services (utilities), and consumable type items (i.e. stationary, ink cartridges, light bulbs, cosmetics, candles, etc) cannot be claimed for MVA reimbursement. As a general rule, entitled items are non-consumable items used on a normal basis throughout at least one year with the eventual intention of exporting these items to your home country. With the VAT refund, the cost of many items are comparable to prices in Canada and in conjunction with seasonal sales you can find items (clothing, shoes) for less than you would in Canada.

There are small/large shopping malls in the Stavanger area with many options and much variety available. The downtown Sentrum provides a great mix of indoor/outdoor shopping options as well.

Seasonal sales are popular, with the best sales being at the end of Summer and end of the year.

Sunday shopping – is prohibited by law and only gas stations, flower nurseries and grocery shops that are smaller than 100 square metres are allowed to operate on Sundays.

The exception to this is in December, when most malls and the downtown shops open on Sundays for Christmas shopping. The standard Sunday shopping hours are 14:00 – 19:00.

Online Shopping

Online shopping is a very popular option with the Canadians living in Norway as clothing and household items are very expensive in Norway. Some stores will provide a discount to military or NATO shoppers. The following is a list of some of the online sites that the members living here have successfully used for online shopping.

- General

<http://www.shipitapo.com/home.php>

<http://www.amazon.com/>

<http://www.amazon.co.uk/>

<http://www.ebay.com/>

<http://www.macys.com/>

<http://www.jcpenney.com/jcp/default.aspx>

<http://www.canadiantire.ca/home.jsp?site=WebStore>

<http://www.cfpsa.com/en/index.asp>

<http://www.walmart.com/>

<http://www.sears.com/>

- Electronics

<http://www.newegg.com>

<http://www.tigerdirect.com/>

<http://www.bestbuy.com/>

<http://www.jr.com/> (very fast delivery)

- Sports and Recreation

<http://www.backcountry.com/>

<http://www.cabelas.com/home.jsp>

<http://www.fogdog.com/home/index.jsp>

<http://www.roadrunnersports.com/>

<http://www.mec.ca/Main/home.jsp>

<http://www.teamestrogen.com/>

<http://www.westmarine.com>

<http://www.bikesomewhere.com/>

- Automobile

<http://www.rockauto.com>
<http://www.napaonline.com/>
<http://www.pepboys.com/>
<http://www.biltema.no/>

- Clothing

<http://www.ae.com/web/index.jsp>
<http://www.landsend.com/>
<http://www.victoriasecret.com/>
<http://www.dogfunk.com/>
<http://www.shoes.com/>
<http://www.eddiebauer.com/home.jsp>
<http://www.gap.com/>
<http://www.llbean.com/>

- Miscellaneous

<http://www.clearlycontacts.ca/>
<http://www.justlenses.com/>
<http://www.magazines.com/>
<http://www.lego.com>
<https://www.paypal.com/>
<http://www.pinatas.com/> (party supplies)

- Groceries/Drug Store

<http://www.netgrocer.com/>
<http://www.drugstore.com>

- Pets

<http://www.nationalpetpharmacy.com>
<http://www.petsmart.com/>

Shopping Malls

Kvadrat – largest mall in area with clothing, grocery, housewares, restaurants, etc.

Amfi Madla

Kilden

Stadion Parken

Tasta Senteret

Torgterassen (downtown)

Straen Senteret (downtown)

Magasinblaa (downtown)

Clothing stores

Larger chain stores:

H&M, Zara, Mango, Lindex, Bik Bok, Cubus, Capone, Gina Tricot, Spar Kjøp (like a department store)

Clothing sizes

Clothes come in European and American sizes, but sizes vary according to manufacturer. Imported clothes tend to have a label that provides information on the equivalent American, British and Continental sizes.

- Women's Clothing Sizes

US	6	8	10	12	14	16	18	20
UK	8	10	12	14	16	18	20	22
Europe	34	36	38	40	42	44	46	48

- Women's Shoe Sizes

US	5 ½	6	6½	7	7½	8	8½	9	9½	10
UK	3½	4	4½	5	5½	6	6½	7	7½	8
Europe	37½	38	38½	39	39½	40	40½	41	41½	42

- Men's Clothing Sizes

US & UK	36	38	40	42	44
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Europe	46	48	50	52	54
Metric (cm)	91	97	102	107	112

- **Men's Shoe Sizes**

US	8	8½	9	9½	10	10½	etc.
UK	7½	8	8½	9	9½	10	etc.
Europe	40-41	42	43	44	45	46	etc.

- **Men's Sweater Sizes**

US	Small	Medium	Large	Extra Large
UK	34	36-38	40	42-44
Europe	44	46-48	50	52-54

Grocery Stores open Monday - Saturday

Helgø Meny – top end grocery store
 Stadionparken Mariero Straen Senteret
 9-21 8-21 8-21 (20)

Coop – discount grocery stores – Obs Hypermarked, Mega, Extra, Prix,
 Mega Mega Prix Prix
 GauselSenter (near base) Madla Mall Klubbogaten Sandvikun 1
 8-22 (20) 9-22(20) 7-22 (20) 7-23 (21)

Obs Hypermarket – food, housewares, clothing, electronics
 Langflåtveien 38
 9-21(19)

Rema 1000 – discount grocery store
 Stadionparken Madlakrossen 7 Langflåtveien 29
 9-21 9-22 7-22

Kiwi – small discount grocery store – many locations throughout the city

Most locations open 7-23 daily mon-sat

Idsøe – butcher (downtown)

Verksgata 3

Mon – Wed 830-1630

Thurs 830-19

Fri 830-17

Sat 830-14

Organic Grocery Store (Økologisk) – Langgata 2

Mon-Wed – 10-17

Thurs 10-19

Fri 10-17

Sat 10-15

Lille Asia – Asian market with fresh meat (halal), fruit, vegetables, middle eastern canned/packaged foods and in house made naan bread

Lagårdsveien 91

9-18

Norvina – Asian/Vietnamese grocery store – mostly dry/canned/frozen goods, Vietnamese take-out

Nytorget 6

9-18

Kismet Imports – fresh fruit, vegetables, eggs and Middle Eastern Items

Bergelandsgata 9

10-18

Central Farmer's Market – open daily year round (except Sundays) – fresh local seasonal fruit and vegetables, eggs, plants/flowers, etc.

Located in front of the Domkirke in the Sentrum

9-15

Grocery Stores open on Sunday

Joker

Jelsagaten 1

9-21

Kiwi

Randabergveien 134

9-21

Housewares/Hardware Stores

Clas Ohlson – several locations throughout city

Kilden Mall – 10-18

Jula (keys cut)

Gartnerveien 4

9-20(18)

Coop Obs Bygg (keys cut)
Treskeveien 7
9-21(19)

Jernia
Maskinveien 2
9-20 / 10-16

Ikea
Grenseveien 2
10-22(20)

Jysk
Torgveien 5B
10-20(18)

- Garden Stores
Plantasjen
Stokkamyrveien 26
10-20 / sat. 10-18 / sun. 12-18
- Photo Development
Japan photo Stavanger photo
Søregata 22 Lars Hertevigs 3B
10-19(16) 9-19 / fri. 9-1630 / sat. 9-14
- Craft Store
Panduro
Torgterassen mall Kvadrat Mall
9-20 / sat. 10-19 10-20 / sat. 10-18
- Flower Shops
Mester Grønn –several locations
Kvadrat Mall Stadionparken Mall Straen Senteret Mall
10-20(18) 10-20(18) 10-20 (17)
- Book Store
Norli – English section, can order books
Nygata 4 Kvadrat Mall
10-19(16) 10-22(18)
- Thrift Shops
Fretex (Salvation Army) – 10-18(16)
Breigata 20 Madla Mall Langflåtveien 15

EMPLOYMENT

Local employment opportunities within the military community are limited. It is possible for Canadians to obtain jobs in the local area, but knowledge of the Norwegian language is often required. Canadian spouses may be employed as substitute teachers at the International School of Stavanger (ISS) where knowledge of Norwegian is not a pre-requisite. Applications are available at ISS and may be obtained and submitted during your HHT. Depending on the rotation of personnel, a part-time administrative clerk position at the element may also open up. A limited number of jobs are also available with oil companies but may require Norwegian language skills. Any spouse intending to work locally will require a work permit available from the Immigration centre, which is co-located with police HQ, in downtown Stavanger.

Working for Military Family Services (MFS) or Personnel Support Programs (PSP)

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 Licence, 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.

At present, the details for dependents working on the economy is being explored through the legalities of the SOFA stamp. It is advisable to financially prepare yourselves for the reality of living on one income for the duration of your posting.

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.

A great opportunity to volunteer is through IWA: <https://www.iwabucharest.ro>

Or Light Into Europe (walking service dogs, for example):

<https://www.lightintoeurope.ro>

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

If you have school-age children, a number of options exist on posting to Stavanger. First, Norwegian schools will admit non-Norwegian speaking children, especially at the lower grade levels. In terms of English-speaking schools, both the International School of Stavanger (ISS) (pre Kindergarten to Grade 12) and the British School (pre-school to age 13) are great alternatives. The French Lycée provides schooling in French (pre-school to Grade 10). For the younger children, there is The Children's House (Kornbergvegen 23, 4050 Sola, tel: 47 51 65 16 96; fax: 5169 9380; email: the.childrens.house@sola.online.no; web: www.the-childrens-house.no . The waiting list is long, so planning early is imperative. There are several NATO families who home-school and a limited support network is available for that option. Finally, for high-school students, the government will provide monetary assistance to enable them to stay in Canada and complete school.

The International School of Stavanger

The International School of Stavanger (ISS) is rated as one of the best of its kind in Europe, and can cater to most educational requirements. ISS was established in 1966 as the Stavanger American School. It is administered by

a Director and supervised by a board of trustees. It is accredited by the European Council of International Schools (ECIS), and the New England Association of Schools and Colleges (NEASC), and is a member of the National Association of Schools Principals and affiliated to the National Association of Independent Schools (NAIS). Applications for admission to ISS can be done all year round. ISS is a co-educational school for grades pre-kindergarten to 12. ISS offers IGCSE and International Baccalaureate. Although students represent a wide variety of countries, English is the teaching language. The teaching staff is truly international. The school's web site (www.isstavanger.no) contains a wealth of information about both ISS and life in Stavanger. You may contact the school at (47) 51 55 43 00. ISS is located in the Hafrsfjord area, approximately 5 kilometres west of downtown Stavanger.

The British International School of Stavanger

Gauselbakken 107
4032 Stavanger
tel : 51 95 02 50
Fax: 51 95 02 51
E-mail: principal@biss.no

This independent British School established in 1977 caters for all the pupils up to the age of 13. The school is a non-profit making business. After a recent expansion, the school facilities consist of 20 classrooms with specialist rooms for music, science, French and computers. There is also a well-equipped library, assembly hall, gymnasium, and craft room. Students wear uniforms which can be purchased at the school. The British School is located in Gausel, very close to the JWC, and approximately 8 kilometres south of downtown Stavanger.

Lycee Francaise

Postboks 370
Kampensgata 33
4002 Stavanger
tel : 51 91 94 50
fax: 51 91 94 01
www.lyceefrancaisstavanger.fr

The French school provides schooling from kindergarten (age 3) to First class (equivalent of 10th grade). The Lycée is located just outside downtown Stavanger.

Local Tutors List

Please contact your local school for available tutors.

Options for Adults

Møllehagen skolesenter (Adult Education Centre)

Address: Torgveien 29, 4016 Stavanger, Norway

Phone: +47 51 92 19 00

Stavanger University

Kjell Arholmsgate 41, 4036 Stavanger, Norway

Phone: +47 51 83 10 00

Well Intervention Academy (Adult Education Centre)

Address: Chr. August Thorings veg 11, 4033, Norway

Phone: +47 982 96 777

NORWEGIAN TERMS/TRANSLATIONS

Detour- omkjønng

Hospital - sykehus

Police – politi

Police station – politistasjon

Embassy - ambassade

Entrance - innkjørsel

Exit - utkjørsel

Petrol Station- bensinstasjon

Unleaded Gasoline- blyfri bensin

Motor Oil - motorolje

Diesel – Diesel

Car rental company - bilutleie firma

Toll – bomstasjon toll

Toll Road - avgiftsvei

Parking - parkering

Highway - motorvei

Expressway - motorvei

<http://www.stavanger-guide.com/> (maps) (multiple languages)

<http://www.rosenkilden.com/> (Chamber of Commerce)

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. As 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.