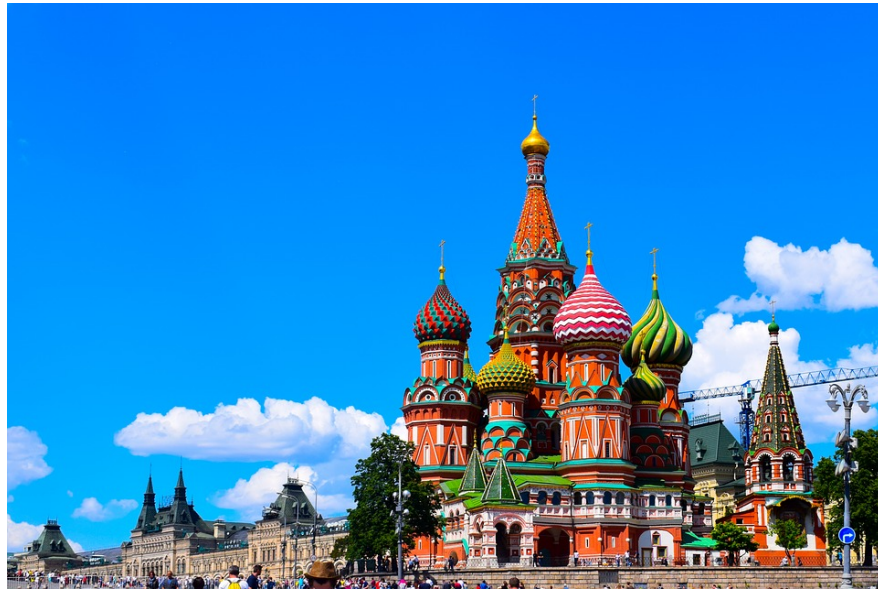


RUSSIA

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, is 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>

OVERVIEW OF MOSCOW

MAP



Overview of Russia

Capital: Moscow 55°45'N 37°37'E

Language: Russian

Border Countries:

Population: 146,793,744 (with Crimea)

Area: 17,098,246 km²

Time Zone: UTC+2 to +12

Currency: Russian ruble (₽) (RUB)

Government Type: Federal dominant-party semi-presidential constitutional republic

Members of: UN Security Council, Council of Europe, OSCE, and APEC, NATO-Russia Council.

Country Code: RU

GEOGRAPHY/POLITICS

Moscow is the financial and political centre of Russia with a population of around 13 million and an area of 2,511km². One-tenth of all Russian citizens live in the Moscow metropolitan area. Moscow is in the UTC+3 time zone; there is no daylight saving time. Much of Moscow's geography is defined by the numerous 'Ring Roads' that circle the city at various distances from the centre, roughly following the outline of the walls that used to surround Moscow. With Red Square and the Kremlin forming the very centre, the innermost ring road is the Boulevard Ring (Bulvarnoye Koltso), built in the 1820s where the 16th century walls used to be. It runs from the Christ the Saviour Cathedral in south-west central Moscow, to the mouth of the Yauza in south-east central Moscow. The next ring road, the Garden Ring (Sadovoe Koltso), derives its name from the fact that landowners near the road in Tsarist times were obligated to maintain gardens to make the road attractive. In Soviet times, the road was widened, and currently you will find no gardens there.

The Third Ring Road, completed in 2004, is a heavily used motorway which absorbs a bit of Moscow's traffic. It roughly follows the outline of Kamer-Kollezhsky val, the customs and passport boundary of Moscow between 1742 and 1852. The outer edge of Moscow is largely defined by the Moscow Ring Road (widely known by its abbreviation: MKAD-Moskovskaya Koltsevaya Avtomobilnaya Doroga), a motorway which is 108km long and encircles the entire city. The Metro also follow these rings.

CLIMATE

Moscow has a humid continental climate with freezing winters and warm summers, with rainfall evenly distributed throughout the year. Winters are cold with the average February temperature being -6.7°C with low temperatures around -10°C and highs around -4°C. Lows do occasionally reach -20°C and during cold waves from Siberia it can plunge to -30°C. On the other hand, when the wind blows from the west, high temperatures may rise above freezing and they can reach 5°C allowing rain to fall 3.5 days each winter, on average. Although snow coverage usually forms by the beginning of November and melts by the end of March or early April, significant alternations may happen depending on the year. Freezing conditions usually continue to persist in March and sometimes last until mid-April. July temperatures are warm with highs around 25°C and lows around 15°C. The area is affected by heat waves and this may cause high temperatures to rise above 30°C but these periods are usually short.

LANGUAGES

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

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

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

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

or contact your Virtual Programs Coordinator for more information.

Russia lost its status in many of the new republics that arose following the 1991 dissolution of the Soviet Union. However, the dominating status of the Russian language continued. Today, 97% of the public school students of Russia receive their education only or mostly in Russian, even though Russia is made up of approximately 80% ethnic Russians.

Of all the languages of Russia, Russian is the only official language at the national level. There are also 35 different languages which are considered official languages in various regions of Russia, along with Russian.

From a 2006 survey, 80% of Russian "Can speak freely" in English and 4% in French.

But in general, English is NOT widely spoken and understood. Although, in big cities (Moscow, St. Petersburg) street signs and metro stations are sometimes translated into English and Taxi drivers, public transportation operators speak some English.

RELIGION

Russia is a multi-ethnic and multi-faith nation. Orthodox Christianity is Russia's largest religion with 75% of the population belonging to the Orthodox Christian denomination. Islam is professed by 5% of the population. Catholicism, Protestantism, Judaism and Buddhism are professed by 1% of the population each. Other religious denominations represent 1% of the population, while 8% consider themselves atheists.

COST OF LIVING

Summary about the cost of living in Moscow as of May 2019:

Four-person family monthly costs: 134,039.38py6 without rent.

A single person monthly costs: 38,262.25py6 without rent.

Cost of living rank 248th out of 393 cities in the world.

For more information you can visit <https://www.numbeo.com/cost-of-living/in/Moscow>

CANADIAN/EXPAT COMMUNITY

There are usually around 10 families posted to the Moscow area. Please reach out to the other Canadians in your area with any questions that you may have on their community, life in Moscow and any other questions or concerns. If you have trouble finding a connection in Moscow, please reach out to a member of the MFS(E) for help!

Canadians living in Moscow get to know other Canadians living in the area as well as other nearby diplomats. There is often an event for Canada Day and a popular meeting place is Papa's (a bar owned by a local Canadian. At the embassy itself, there is a Canada Club (a bar within the embassy) which is open most Friday nights and sometimes there are special events here. There are plenty of international diplomats to meet and you will make many new friends!

There are some English language books available to borrow at the embassy, but a kindle-like device is recommended for reading English or French books. The Anglo-American School has a wide range of books and movies in both English and French.

CULTURAL NUANCES, ETIQUETTE AND TRADITIONS

Russians love to accept guests and make great hosts. When in Russia, you don't need to wait for a special occasion like a birthday or a holiday to visit a friend or a neighbor.

http://masterrussian.com/russianculture/russian_hospitality.htm

Just like it would be rude to leave a guest without a treat, it is considered rude to make a visit without a gift for the hosts. Russians even have an expression "прийти с пустыми руками" that literally means "to come with empty hands." It is used to describe guests who don't bring any gifts to the host. You don't have to buy expensive gifts when being a guest. Russians love flowers and there is a flower shop on every corner. If you bring flowers, be sure the number is uneven as an even number of flowers is usually for funerals! If not

flowers, a box of chocolates or a bottle of fine wine will make a nice gift as well. If you are visiting a family with children try to bring a treat for the kids—a candy, a chocolate bar or fruits.

PUBLIC HOLIDAYS

Russians love to celebrate and take most of their national holidays very seriously. New Year is the most widely celebrated holiday, followed by Orthodox Easter (which is not an official holiday), and Orthodox Christmas. Remember, though, that over 100 ethnic groups live within the territory of the Russian Federation and that all of them have their own colourful holidays and celebrations. Western holidays and festivals, such as Valentine's Day and Halloween are also gaining popularity in Russia, although they are not marked by days off work. When National Holidays fall over weekend dates, one or more adjacent weekdays will usually be declared as a Public Holiday but the decision on which day is often not announced until a month beforehand. Shops and supermarkets don't usually observe any National Holidays except New Year's Eve.

***Official holidays:**

- *New Year (January 1)*
- *Russian Orthodox Christmas (January 7)*
- *Defender of the Fatherland Day (Feb 23)*
- *International Women's Day (Mar 8)*
- *Spring and Labour Day (May)*
- *Victory Day (May 9)*
- *Russia Day (June 12)*
- *Unity Day (Nov 4).*

*Note: These dates may change year to year

NEWS

Here is a few English website for news in Moscow.

Russian news agency: <http://tass.com/>

The Moscow Times: <https://www.themoscowtimes.com/news>

Euronews: <https://www.euronews.com/tag/moscow>

The Sun: <https://www.thesun.co.uk/where/moscow/>

BBC: <https://www.bbc.com/news/topics/cq265lx4rvpt/moscow>

BEFORE YOU COME

- [European Commission on Russia \(2019\)](#)
- [The World Factbook \(CIA\) -Russia](#)
- [Travel Advisories for Russia \(Government of Canada\)](#)

Things to Consider/Bring:

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

You and your family are all ambassadors for Canada while you are here. You will likely get invited to a neighbour's home or participate in hosting an international night or Canadian social for your military community or spouse's community or your children will have an international day at their school where they will showcase Canada. If you can stock up on Canadian goodies, they will be a big hit. Everything from the items the local dollar store has for Canada Day celebrations in July to decorations to gifts that symbolize Canada (maple syrup, Aboriginal/Inuit crafts, books, flags, maple leaves, Canada clothing, children's stuffed animals of beavers or RCMP... get creative!).

Some people really miss their Kraft Peanut Butter, Tim Horton's coffee, Kraft Dinner, Coffee Crisps, real maple syrup or ketchup chips and prefer to bring a bit of a stockpile of comfort food as these items are not available in Europe or you will pay a high premium to be able to

get them. Some common cooking ingredients can also be hard to track down so you can either bring graham wafer crumbs or improvise by crushing up digestives. The choice is yours and it is part of the experience. Just as you can't get some of that comfort food you have been used to, you will get to experience all kinds of new and interesting tasty treats while in Europe

SUGGESTED PACKING LIST

(Provided by the Canadian Embassy in Moscow, Russia)

HELPFUL HINTS ON WHAT TO PACK

These are suggestions on what may be helpful in making your transition here to Moscow a bit easier. Of course every individual experiences and needs are different and your list should be tailored to meet the needs of you and your family. Any questions, please don't hesitate to ask a work colleague for their opinion.

What to pack in **Carryon baggage:**

- All important documentation for all family members needed while on post including the following; **red and blue passports**, long form birth certificates, other forms of ID such as*
- Drivers license, healthcare cards and info on health insurance provider, divorce/marriage*
- Certificates, legal documents re: child custody and power of attorney, etc ...*
- All **PET** paperwork for customs (a copy should be taped to side of kennel with you keeping*
- Originals on you for duration of trip)*
- All **vehicle** paperwork for customs (photocopies in car, originals with you including paperwork from transport company)*
- Cell** phones, laptops, IPADS, etc ... And all chargers*
- change of **clothes** in case of lost luggage*
- Baby** essentials in case of lost luggage/delayed flights (remember it can take up to 24hrs to get to Moscow with connections depending on where you are coming from) including; formula, food, clothes in case of accidents, toys, etc ...*
- Any **valuables** (ex. Jewelry)-do not put them in checked baggage as they may get lost of stolen in transit*
- Prescription** and over the counter meds for up to a few days in case of lost baggage/delays*

What to pack in **Checked baggage:**

(refer to policy re: allowances and bring the maximum allowed as this may be all you have for several months. Air shipment takes approximate one month, sea shipment 2-3 months.

Remember these are approximation. Timing is out of our control and subject to customs delays etc ...)

- Seasonally appropriate clothing** including warmer coats, shoes, etc ... for change in
- season in case of delays in sea and air shipment
- DND** (this applies to military personnel only) required uniform including boots, DEU's and medals (in case of promotion parades, special events, Remembrance day, etc ...). Additional uniforms should go in air shipment.
- Any **baby food, pet food, cat litter, doggie bags**, etc ... to due you a few days until you find these items locally after arrival. (the use of plastic bags to seal containers will help in case of breakage in checked baggage)
- Additional **prescription and OTC meds** for family needs (meds are available here but may be different or not available compared to home)
- Toiletries** (liquids in Ziploc bags can be helpful in case of breakage)
- DVD's, books, toys etc ... for **family entertainment** as internet may take weeks to hook up (DVD player in all SQ's)

What to pack **Air Shipment (if applicable to your move):**

- Remember any liquids need to be well sealed and should be in extra Ziploc bags to catch leakage. No flammables, alcohol or lithium batteries allowed in air shipment.
- More **clothes** for family for changes in season and school commencement (school in
- Russia starts mid august. Depending on school there may be **uniforms**. Old Navy and Gap in Canada would sell these at a cheaper price then in Russia but the school does carry some in stock)
- School supplies** and **sports equipment** as school requires (ex: soccer player needs
- cleats, shin guards, ball, shorts, etc ...)
- DND (military only) the rest of **required uniforms**
- Kitchen supplies** that you may not want to wait for sea shipment for (provided pack up kit only has basics)
- Some people put **new sheets, towels** as the ones provided are just basic ones from IKEA.
- Additional **games/toys** for kids (by then you will need them)
- A few **groceries** that are uniquely home ex: kraft dinner or your favorite chocolate

- *Additional **dog bags** (very expensive here, thinner and not readily available), favorite treats for pets, etc ...*

What to pack in **Sea Shipment:**

(refer to policy with transport company re: liquids, alcohol, batteries etc ... DND (military) is not allowed to transport alcohol. Also consider limited storage when considering what to bring)

- *Rest of **clothing, bedding and bathroom** stuff*
- ***Kitchen** stuff including dishes, pots and pans (remember stoves can be smaller as they are European), small appliances (see info in handbook re:voltage)*
- *Selection of **personal items** such as family pictures, decor items, throw pillows, candles, etc. You would be surprised how the little things can make your SQ feel like home*
- *Artificial **Christmas tree** (there are trees, both real and artificial, here but they are expensive and not readily available compared to home) and a box of Christmas decorations for tree and SQ. Lights can be bought here for a reasonable price with proper plug in.*
- ***Groceries-the** following is a list of things either not found here, hard to find or really expensive. If you have dietary needs or favourite things, please pack them in your sea shipment. You will thank yourself later on. Also make sure and check your expiration dates!*
 - *peanut butter (available here in very small containers and very pricey)*
 - *kraft dinner (not found here. Actually no kraft products available)*
 - *various seasonings, dip mixes, soup mixes, canned soup (while some available, some not found at all)*
 - *canned soups and broth (not really found here)*
 - *cheez whiz (not found here)*
 - *favourite cereals (they have cereal but not our brands. Ex; rice krispies found periodically but \$10 a box!)*
 - *chocolate chips (found sometimes but very expensive)*
 - *icing sugar (they only sell small packets for sprinkling over stuff and it taste like chemicals)*
 - *baking powder (not readily available)*
 - *vanilla (only sold in powder form-not good quality)*
 - *almond, peppermint and various extracts are not easily found*
 - *brown sugar (not found)*
 - *maple syrup (found but import from US and very pricey)*
 - *molasses (not found but they do have KVASS-a bitter alternative but can be sweetened)*

- *certain baby foods and snacks (some are available here but European brands)*
- Party supplies** *(some here, not good selection and pricey)*
- Greeting cards**, *Christmas cards, etc ... (we can only mail home cards so good for family)*
- Toys** *for kids for upcoming birthdays and Christmas (toys here are really expensive but readily available. However if you are wanting something specific please buy it ahead and ship)*
- Baby items** *such as next season snowsuit, stroller, bouncy chair, etc ... (these are available here but not full selection and more expensive)*
- Childcare seats**, *booster seats, etc ... (not north American standards here)*
- Canadian **stamps** *for DIP mail going home (for mailing cards, documents, tax returns must be mailed, etc ...)*
- Tampons/maxi pads**, *personal products (while available here they are not good quality or the same brands)*
- Favourite **sauces**, *dips, condiments etc ... (not all available here. We have ketchup, hot sauce, mayo, salad dressings but none are north American brands/flavours)*
- Doggie bags** *(available sometimes but expensive and thin), favourite dog or cat treats as well.*
- Skates and various sporting equipment** *(Moscow has beautiful skating parks and lots of outdoor activities.*
- If you are someone who is tall, petite, plus sized, etc ... these sizes in clothing and shoes can be tricky to find. (ex Size 5 shoes are not always available), sometimes easier to stock up on basics from home to use you until next visit back home.*

EMERGENCY INFORMATION

PUBLIC SAFETY AND SECURITY

Moscow is a booming metropolis, so common sense regarding crimes of opportunity should be used. Avoid dark alleys and watch your belongings on the metro and in crowded tourist areas - like you would anywhere else. Check the advice from your Foreign Office for entry requirements, health, safety, local laws and customs. Keep in mind, that while traveling within the Soviet Russia, you should always have your passport with you (they are needed to check into hotels, for instance). Families currently living in Moscow report that they do not carry their passports on a day to day basis within Moscow, but do have their diplomatic (pink) papers with them (also known as "DIP Cards"). However, they recommend having your passport on hand when traveling outside of Moscow. If a Police officer approaches you, they may demand to see your papers to check if you have been registered within seven business days of your arrival into Moscow. Always remember that if you stay in a hotel then you are automatically registered and will be handed a confirmation paper at the time of check-in. Most police officers do not speak a word of English, but they will let you know if your papers are not in order and may ask you to go with them to the police precinct. If this is the case, contact your embassy right away. Unfortunately, racial profiling is known to occur, and you may find yourself being asked for a DIP card while your companion may not.

Also note that in winter months, streets in Moscow can get very slippery. Bring a pair of grippy shoes or, even better, boots (to prevent twisted ankles) and a waterproof raincoat. Take care as ice patches are often hard to spot, even when they appear to have been cleared or melted. Downtown Moscow is very brightly lit, and a lot of the wide roads have underground pedestrian walkways. Those are well lit too - so you shouldn't worry about going down inside them. Use the pedestrian crossings to cross the street, as traffic can get pretty crazy at times. Unfortunately, racism and homophobia have been reported to be quite prevalent in Moscow.

Families currently living in Moscow enjoy Moscow, find it very safe and have no problem going into the city alone or with their families – even in the evenings!

EMERGENCY CONTACTS

CFSU(E) Duty Officer.....	+49 (0) 1725 345 900
CFSU(E) Chaplain	+32 (0) 65 44 6179
Embassy of Canada.....	+7 495 925-60-00
Consulate of Canada	+7 499 703-49-87

GETTING SETTLED

MAKING PHONE CALLS

Calling Within Europe

There is no standard way to write a European phone number, which will lead to confusion. This is the same number, written different ways –

+7 - 495 - 343 80 - 14 +7 (495) 343 80 - 14 0007 (0) 495 343 80 - 14
(495) 343 80 - 14 495 / 343 80 - 14 495 343 80 14

The "+7" at the start is the exit code and Russian country code. The "495" is the Moscow area code and the "3438014" is the phone number. There is no standard length for area codes (2-5 digits) or phone numbers (5-12 digits).

When dialing within the country you're in, you do not need the exit code and country code.

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

Calling Outside of Moscow

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

Calling Canada from Moscow

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

00 - 1 - area code - seven-digit number

It is fairly easy to make an international phone call from a standard Russian telephone line, and normally you will get through even to remote locations. To access an outside line, dial 8 and wait for the tone. Then dial 10, followed by the country code, the city code and the local phone number you want to reach. For example, to call a number in Canada, dial 8,

wait for the tone, then dial 10 followed by 1 (the country code for Canada) followed by the area code and local number.

When giving friends abroad your phone number in Moscow, remember to tell them the country code for Russia is 7 and the area codes for Moscow are 495 and 499. Your landlord will be able to tell you your area code.

Calling Moscow from Canada

The exit code in Canada is "011"

011 -

Dial +7 when making a phone call to Russia. Make sure to dial the city code and the local telephone number. A sample phone number in the city of Khabarovsk will look like this: +7 4212 555145.

Some Country Codes:

Austria	43	Italy	39	Switzerland	41
Belgium.....	32	Germany	49	Turkey	90
Czech Republic	420	Latvia	371	United Kingdom ...	44
Estonia	372	Netherlands	31		
France.....	33	Spain	34		

Summary:

To dial a number within Moscow	0 711 1234567	
To dial a Moscow number from elsewhere in Europe	+7 711 1234567	
	or	00 7 711 1234567
To dial a number outside Moscow	+33 121 1234567	
	or	00 33 121 1234567
To dial Canada from Moscow	00 1 613 5551234	
To dial Moscow from Canada	011 7 711 1234567	

Toll Free and Charges for Calls

Per minute charges for calls

Check your phone contract, both land line and cell phone. Many families have been surprised by charges on their bill for calls they thought were “free” or included. Depending on your contract, you may end up paying per minute for local calls. It is common for calls to be free to numbers with the same provider, but not always. Some contracts charge for calls to cell phone numbers, but land lines may be included. The same applies to long distance – if you get a plan that includes calling to Canada, that may only include calls to land lines.

Check the plan for the term “flat”, which means that calls are included – “Germany flat” means you can call anywhere in Germany, where “Vodafone flat” means your calls to other Vodafone customers are included. If you have a landline, you may have to pay to call a cell phone, or vice versa.

0800

0800 is the dialing prefix for Toll Free Calls in most of Europe.

0900 and 0180 calls

0900 numbers are “premium-rate” services, and 0180 numbers are for service-oriented calls and are billed at a per minute or per call. Costs will vary.

WHERE TO LIVE

Families typically live in either Pokrovsky Hills or 3 different buildings in the centre of Moscow. The Anglo-American School of Moscow is located beside Pokrovsky Hills in the North-west of Moscow and the French Lycee school in the centre of Moscow. If you do not have children, or if your children are older, you may be assigned one of three possible buildings: Obidensky, Shevshenko or Dobrynya. This choice will be made for you.

HOUSES AND REALTORS

Please note that this section is currently being developed. If you have questions, contact us at: MFSE.RigaRemote@cfmws.com; we are happy to assist you with your new posting. If you have further information to add, please let us know. We are always open to suggestion.

BASE INFORMATION

MAP

Moscow metro map



EXCHANGE/COMMISSARY

The country's official currency is Ruble (RUB) and banknotes are issued in denominations 50, 100, 500, 1000, and 5000 rubles. Coins come in 1, 2, 5, and 10 rubles.

The most convenient way to access local currency in Moscow is withdrawing cash from ATMs. But, as you have already known, this requires you to pay the cross-border fee. To avoid this, many opt to exchange money at banks or money changers instead. SBERBANK OF RUSSIA and VTB Bank are some examples. For more information you can visit <https://www.travelvui.com/russia/moscow/banks-and-money-changers-with-best-exchange-rates-in-moscow/>

SCHOOLS

Most Canadian children currently living in Moscow attend the Lycée Français de Moscou (Alexander Dumas French School - France) or the Anglo American School of Moscow (American). <https://www.aas.ru/> <http://www.lfm.ru/>

As for the Education System in Russia, the country has a long-standing tradition of high-quality education for all citizens. Russia produces a literacy rate of 98%, exceeding most Western European countries. Education is split into a compulsory Basic Education and ongoing Higher Education.

Basic General Education lasts for nine years. Graduates of this level may continue their education at senior high school to receive secondary general education or they may enter an initial vocational school or non-university level higher education institution.

Initial vocational schools include PTU (Professional'no-technicheskoe uchilische) and Professional'ny Litsei which offer joint professional and secondary general education for three to four years and skilled workers' training at different levels. Non-university level higher education institutions also offer three- to four-year professional and secondary general education and twoyear vocational training for holders of the School Leaving Certificate.

Secondary general education on the basis of basic general education continues for two years and ends when students are 17-18. Graduates from a secondary general school may apply for entrance to a higher education institution. Secondary education leads to the award of

the Attestat o Srednem (Polnom) Obshchem Obrasovanii (Certificate of Secondary Complete General Education).

<https://www.cafconnection.ca/europe/programs-services/education-training.aspx>

MORALE, WELFARE AND RECREATION

Please note that this section is currently being developed. If you have questions, contact us at: MFSE.RigaRemote@cfmws.com; we are happy to assist you with your new posting. If you have further information to add, please let us know. We are always open to suggestion.

HOUSING

Prior to the dissolution of the Soviet Union, nearly all of the housing stock of urban areas was owned by the state. Indeed, private property was prohibited in urban areas, and in rural areas the size of private homes was strictly limited. High-rise apartment buildings with a very unpretentious architecture made up the bulk of the stock.

The housing sector underwent vigorous privatization in the 1990s, and there was a decline in state-supported construction. By the mid-1990s more than half of Russia's housing was privately owned, with the remainder administered by municipal authorities. Conditions improved considerably in owner-occupied housing, as the owners in apartment buildings were able to ensure the enforcement of maintenance rules, but public housing, owing to a lack of funds from local authorities, continued to deteriorate.

In the 1990s many of the housing shortages characteristic of the Soviet period disappeared, and the floor space of homes per person steadily increased, largely the result of a construction boom for private homes.

RELIGIOUS SERVICES

There are many Russian Orthodox and some Roman Catholic Churches in the area. The Cathedral of the Immaculate Conception is the seat of the Archbishop of Moscow and is one of the three Roman Catholic churches in the city. On Saturdays there are Russian and Latin vigil masses and on Sunday there is an array of masses in a multitude of languages including English and French. You may also wish to speak to the Padre:

Padre Ian Olive (Norway, Turkey, Moscow and Poland) +44 (0) 787 064 1587

POST OFFICE

Families will receive a briefing regarding postal services on arrival. In a nut shell, ground mail and direct mail is unadvisable and discouraged. All mail items must be sent or received through the diplomatic white mail bag. White bags leave on a weekly basis. For questions you can email the distribution Center directly and they're very good at pointing you in the right direction: distributioncenter-centredistribution@international.gc.ca

Additional resource: http://www.expats.ru/s_postal_communication.php

TRAVEL & TRANSPORTATION

SUBSIDIZED TRAVEL

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

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

NON-UNIT FUND AND CANEX/SISIP GRANT

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

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

AIR TRAVEL

Moscow has three main airports: Sheremetyevo (SVO), Domodedovo Airport (DME) and Vnukovo International Airport (VKO)

Sheremetyevo International Airport

Sheremetyevo International Airport, (IATA: SVO), +7 495 232-6565, is 32km northwest of the centre of Moscow, in the city of Khimki. The airport has plenty of ATMs and currency exchange offices, duty free shops, a hairdresser, a pharmacy, and several overpriced cafes and basic restaurants. Unlimited free WiFi is available. There is a hotel on the fifth floor of the Aero Express terminal that may be convenient for you.

Traveling to the airport and the city:

Aero express is the only rail link to the airport. Trains operate between the airport and the Belorussky Railway Terminal in the northwest section of the city centre. Keep your paper or mobile ticket for the entire aero express journey. From the Belorussky Railway Terminal, the journey to the city center takes an additional 20 minutes by metro.

Bus #851 and #949 operate service between the terminals and the Rechnoy Vokzal Metro Station, at the northwest terminus of Metro Line 2 (dark green). Bus #817 or Bus #948 operates service between the terminals and the Planernaya Metro Station, at the northwest terminus of Metro Line 7 (purple). The journey by bus to the metro stations takes approximately 40 minutes and the journey to the city centre by metro takes an additional 40 minutes. Buses operate from approximately 5:30AM to 00:45AM.

Night Bus H1 operates every 30 minutes after the other buses have stopped. The bus operates between the airport and the Leninskiy Prospect Metro Station.

**See Local Transportation section in this booklet for information on Taxis. Note that there is a toll of RUB100 for taking the highway to/from Sheremetyevo Airport but this toll only applies if you and the driver agree to take that route – it is highly recommended when traffic is heavy or if there has been an accident, but it is not the only route possible – in fact, most times the toll route is not used.

Domodedovo Airport

Domodedovo International Airport, (IATA: DME), +7 495 933-6666, is 45km southeast of the centre of Moscow. It carries slightly more passengers than Sheremetyevo International Airport on an annual basis. Free WiFi is available throughout the airport. There are plenty of cafes, bars, restaurants, and shops in the airport.

Travel between the airport and the city:

Aero express trains operate between the airport and the Paveletsky Railway Terminal in the southeast section of the city centre. Trains depart every 30 minutes from 6:00AM to 12:30AM. The journey takes 50 minutes. Keep your paper or mobile ticket for the entire aero express journey. From the Paveletsky Railway Terminal, the journey to the city center takes an additional 20 minutes by metro.

Commuter trains are a cheaper method of traveling between the airport and the Paveletsky Railway Terminal. The journey by commuter train takes 75 minutes.

Buses operate around-the-clock between the airport and the Domodedovskaya Metro Station near the southeastern end of Metro Line 2 (dark green). There is plenty of space on the buses for luggage. The buses operate every 15 minutes, but every 40 minutes between

midnight and 6:00AM. The trip takes 30 minutes. From the Domodedovskaya Metro Station, the journey to the center takes another 40 minutes by metro . When headed towards the airport, at Domodedovskaya Metro station, take the exit to the south (downtown side) turn right in the underpass, and follow it to the end, then take the stairs. There are crude stenciled signs of Bus 308 on the pillars to guide you. When you get to street level you will see a tall building across the street with blue words reading "овехово-ворисково северное". The bus stop is next to this building.

Vnukovo International Airport

Vnukovo International Airport, (IATA: VKO), +7 495 436-7196, is 30km southwest from the centre of Moscow. Vnukovo International Airport serves approximately 12 million passengers per year.

To travel between the airport and the city:

Aeroexpress trains operate between the airport and the Kievsky Railway Terminal in the southwest section of the city centre. Trains depart every 30 or 60 minutes from 6:00AM to midnight. The journey takes 40 minutes. Keep your paper or mobile ticket for the entire Aeroexpress journey. From the Kievsky Railway Terminal, the journey to the city center takes an additional 20 minutes by metro.

Bus #611 operates between the airport and the Yugo-Zapadnaya and Troparyovo Metro Stations, at the southwestern end of Metro Line 1 (Red). The bus journey takes 35-40 minutes. From the metro stations, the journey to the city center takes an additional 40 minutes.

PUBLIC TRANSIT

While central Moscow is best explored on foot, it's easiest to use the metro to cover larger distances. The metro is comprehensive, boasts some great architecture, and is relatively cheap. The easiest way to pay for metro fares is to buy a red paper ticket with a number of pre-loaded trips from the ticket booth. These tickets work on the buses and trolleys too. Fares depend on the number of trips purchased. Alternatively, if you plan on using tram, metro, buses, and trolleybuses, you should get a plastic Troika reloadable smartcard. This is what the current families in Moscow recommend.

By commuter rail

Local commuter trains (electrichkas) operate between the Moscow train stations and the suburbs of Moscow Oblast, schedules can be accessed online at Yandex.ru.

By monorail

Moscow Monorail is a 4.7km monorail line with 6 stations. It is slower, less frequent, and has shorter operating hours when compared with the metro (every 6 min at peak hours, 16 min rest of the time). However, the view is picturesque. It is useful to get to the Ostankino Tower, or to get to the VDNKh exhibition centre from Metro Line #9 (silver). Officials are considering dismantling the monorail.

The famous Moscow Metro, known around the world for its vastness as well as its beauty. Nothing else, whether in New York or Paris or... can rival this magnificent transportation system. Americans, for example, are usually surprised at how the Moscow Metro outpaces the New York subway in daily ridership, number of stations, and extent of the system.

Sometimes you'll enter thru glass doors (very heavy so watch out!) and enter a hallway with turnstiles, and other times you'll descend from street level thru a walkway before entering the station.

When you enter the Metro station Lobby you must stop to purchase a ticket.

It's best to buy a pass that will allow you multiple rides on the metro instead of the hassle of buying a ticket each ride. Current ticket prices can be found in English here: http://engl.mosmetro.ru/pages/page_0.php?id_page=8

Female travelers may be surprised to learn that most gentlemen on the subway will give up his seat for you!

TRAIN

Moscow is a railway hub, with connections to all parts of Russia and far into Europe and Asia. Due to its hub status, Moscow's train stations are always crowded, and many consider them unsafe. Despite the relatively cheap price of air travel within Russia, train travel remains the predominant mode of intercity transportation for the majority of Russians.

All long-distance trains are operated by Russian Railways and its subsidiaries. Tickets can be bought either at stations or online. Some international train operators also serve Moscow. Tickets bought online need to be validated at a counter or a ticket machine. There are often counters with English-speaking personnel at each station. Sometimes the English-speaking counters are marked, and sometimes you will be directed by the first person you speak to another counter with an English speaker.

Moscow has 9 train stations, all of which are located near metro stations close to the center of Moscow. Be sure to note the station from which your train is departing, which will be

indicated on the ticket, or online. Three stations (Leningradsky, Yaroslavsky, and Kazansky) are located on one huge square, informally known as the "Three Stations' Square". Be prepared for enormous queues trying to enter or exit the Metro at peak times, as people are getting off or on the commuter trains.

TAXIS

Taxi fares are often quoted in Euros or Dollars for foreign arrivals, but officially the fare is supposed to be paid in Rubles. Drivers will argue that they are ferrying riders from the airports who have no rubles on them, but in reality, they'd love to have either dollars or euros.

Note: Families in Moscow never take a cab that is already at the airport – it is way too expensive. It is best to pay about 1000 RUB to use an app which will save you a great deal of money. You may also hire the embassy driver, but the preferred method is to use the app on our cell phone. The app will already have your home address in memory and if you don't speak Russian, you don't have to speak at all because the address is entered when you use the app to call the taxi. Brilliant! The most popular taxi companies are Yandex Taxi, Uber and Get Taxi; all are available as apps and have tracking services for your safety.

CAR RENTAL

In Russia you can rent a car online in 3 ways:

- *With any international car rental company with branches in Russia: Avis, Europcar, Hertz, Sixt, etc.*
- *With some local Russian company: Prokat Auto, Rent Motors, Storlet Car, Arenda Car, etc. These companies may offer you cheaper prices, but keep in mind that their websites are usually in Russian, not all of which allow you to book in advance online, and their offer may be more limited as well.*
- *Using websites that explore and compare different car rental offers (from international and Russian companies) such as Rental Cars. This is in my opinion the best option.*

But there are some aspects that you must consider:

To rent the car you will need your passport and driver's license. You will also need a credit card (debit or prepaid are not valid) to make a deposit against possible car damage that is not covered by insurance.

Most companies don't allow you to cross the border with a rented car.

There are two types of insurance: mandatory insurance (already included in the rental price) and voluntary insurance, which has higher coverage that they will offer to you when renting the car (or during the online booking process).

If you have a mishap, it's best to call the rental company. Keep in mind also that the emergencies number in Russia is 112.

Car rental in Russia is quite economical: for about \$35 a day you have a mid-range car. The best thing to do, in my opinion, is to book it online on websites such as Rentals Cars, as it allows you to compare the prices of different companies, according to the pick-up location of the car (either the airport, train station or city center) and you can cancel the reservation up to 1-2 days before the collection.

The booking process is simple, you just have to access the Rental Cars website, choose the car collection site (either at the airport, train stations or in the city center), as well as the dates. During the booking process you can choose the car type, and whether hiring or not insurance with higher coverage.

HOTELS

There are many hotels in Moscow such as Azimut, Hotel Metropol and Novotel. For more you can visit https://www.tripadvisor.com/Hotels-g298484-Moscow_Central_Russia-Hotels.html

TRAVEL ADVISORIES

- [*Travel Advisories for Russia \(Government of Canada\)*](#)

ADMINISTRATION

BANKING

Local Currency

The currency of Russia is called the ruble or rouble. One ruble is divided into 100 kopecks. 1 Canadian dollar equals approximately 41 rubles. Check the latest currency exchange rates [here](#).

Bank Accounts and Financial Considerations

Note: Families in Moscow report that they are advised to not open local bank accounts. Instead, they use their Canadian bank accounts and pay the withdrawal fees. If you do choose to open an account, it is a fairly simple process. There are branches of major international banks in cities like Moscow and St. Petersburg and a number of commercial banks available throughout the country. You can choose different accounts for different purposes.

You don't need to open a bank account to withdraw money. You can use your own ATM card from home to withdraw money from the ATMs.

<https://www.justlanded.com/english/Russia/Russia-Guide/Money/Opening-An-Account>

Bank Cards

The ATMs that are available in town accept all bank cards with Cirrus, Plus, and most other credit cards (but not American Express).

Credit Cards

Credit card acceptance is widespread in large stores and restaurants, but less common in smaller stores and markets. However, ATMs are plentiful, display in English and accept the major card networks such as Visa/Plus and MasterCard/Cirrus. Currency exchange offices are plentiful in the city but be sure to count your change and note that the advertised rates sometimes don't include an added commission or only apply to large exchanges. Master card is generally not accepted anywhere. Be sure to break your RUB5000 or RUB1000 notes

where you can, as the smaller merchants, street vendors and even many metro clerks often refuse them.

Online Banking Payments – IBANs, BICs, and TANs

Bank accounts in Europe have an “IBAN” (International Bank Account Number) and a “BIC” (Bank Identifier Code). You will use these for making payments and receiving money. If you are paying a bill, you will typically find their IBAN on the bill and you can use that in your online banking to make the payment. You will also provide your IBAN to companies to pay your bills (insurance, gym payments, cell phone, etc). The orderly room and claims section at CFSU(E) will use your IBAN to deposit pay and claims into your bank account.

To make a payment, you will often need a TAN (Transaction Authorization Number). This can be a complex thing to get used to in Europe. You will likely get a sheet of TANs when you initially get your bank account, but then through your mobile banking you can use mobile TANs (a number sent to your phone) or photo TANs with an app on your phone. To use mobile or photo TANs, you will need to register your mobile number in the online banking.

Money Transfer

You will likely have a requirement to move money between Canadian and European accounts. Transferwise.com and XE.com are both worth looking at for this.

INSURANCE

Occupants are encouraged to carry personal property insurance as well as public liability insurance which will protect them against claims by third parties.

CRA AND RESIDENCY STATUS FOR SPOUSES/DEPENDENTS

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

The following information regarding residency status has been provided to us by the CRA:

Spouses of Canadian Government Employees on Foreign Assignment – Residency Status for Tax Purposes

The purpose of this document is to provide general residency information for the spouses of employees of the Department of National Defence (“DND”)/members of the Canadian Armed Forces (“CAF”) and Department of Foreign Affairs, Trade and Development (“DFATD”) Canada that are sent on foreign assignments. This document does not address all possible situations that may require more analysis when determining the tax implications.

Please note that our reference to a spouse in this document includes a common-law partner.

Spouses that Intend to Return to Canada and expect to Maintain their Canadian Residency

Where you are the spouse of a Canadian Government employee and are moving with your spouse and family to another country for your spouse to carry out a foreign assignment for the Government of Canada and it is your intention to return to Canada following the assignment, then you will be considered a factual resident of Canada. This factual residency is based on your intention to return to Canada as well as your secondary residential ties maintained with Canada, as described in paragraph 1.14 of Folio S5-F1-C1.

Please do not complete a Form NR73, Determination of Residency Status (Leaving Canada).

As a factual resident, you will have to complete and file your Canadian Personal Income Tax Return and you will meet the residency requirement for Canadian benefits administered by the CRA.

Spouses that do not expect to Maintain their Canadian Residency

If you believe that you will be a non-resident of Canada when you leave with your spouse and family for the foreign assignment because your intention, primary ties and secondary ties support your status as a non-resident of Canada, then you should complete Form NR73, Determination of Residency Status (Leaving Canada). The Canada Revenue Agency will review the information provided in your completed Form NR73 to determine whether or not you will be considered a non-resident of Canada.

If it is determined that you will be a non-resident of Canada, you should know the tax implications, which include:

- 1. You will be deemed to have disposed of certain properties that may give rise to capital gains (taxes on gains can be deferred by using Form T1244, Election , Under Subsection 220(4.5) of the Information Sheet Income Tax Act, to Defer the Payment of Tax on Income Relating to the Deemed Disposition of Property);*

2. *You will only be able to create additional RRSP room if you have earned income in Canada;*
3. *You will not be able to contribute to a Tax Free Savings Account; and*
4. *You will be subject to tax of up to 25% on certain payments from Canadian sources, such as investment income (Part XIII tax).*

For further information with respect to the determination of an individual's residence status, please consult CRA's Income Tax Folio S5-F1-C1 available at: <http://www.cra-arc.gc.ca/tx/tchncl/ncmtx/fls/s5/f1/s5-f1-c1-eng.html>

Further information on how income tax rules apply to Canadian residents that leave the country can be found in <http://www.cra-arc.gc.ca/tx/nrsdnts/ndvdl/nrs-eng.html>

Should you have any further questions or require additional information regarding this, please do not hesitate to communicate with the International and Ottawa Tax Services Office. Child Benefits

CHILD BENEFITS

Please note that this section is currently being developed. If you have questions, contact us at: MFSE.RigaRemote@cfmws.com; we are happy to assist you with your new posting. If you have further information to add, please let us know. We are always open to suggestion.

Did you know that MFS(E) provides short-term Emergency or respite child care?

To learn more about it, [please click here](#).

For a complete list of child & youth programs through MFS(E), please consult our [website](#).

Children's Education Allowances: +49(0) 2451-717-138

PETS

Please note that this section is currently being developed. If you have questions, contact us at: MFSE.RigaRemote@cfmws.com; we are happy to assist you with your new posting. If you have further information to add, please let us know. We are always open to suggestion.

Pets are part of the family but bringing them with you can be challenging. International requirements vary from country to country, so it's critical to work with quality international pet transport companies that are up-to-date with current import regulations. Make a pet packing checklist with our Have pet, will travel article.

Moving pets may be simpler within Europe, but make sure that your pet has an official EU Pet Passport that shows your trusty companion has obtained the necessary medical checkups and vaccinations to cross borders safely. Also, be aware of varying pet relocation laws, even within the EU.

If you choose to bring a pet into your family after relocation, then check out how things work in your new country, such as whom to call should your pet go missing and the best places to choose pets. Dog and cat homes, for instance, may be a better bet than buying from another source.

Understand the rules about pets in your country, such as cleaning up after your dog, and make sure you comply. Don't always do as the locals do, as this may not endear you to your neighbours! Understand how pets are viewed in your new country of residence. You may find the local attitudes to pets and animals in general differ widely from your own.

Helpful resources about bringing pets into Russia:

<https://www.petrelocation.com/country/russia>

<https://www.pettravel.com/immigration/russia.cfm>

For information regarding importing pets into Canada (when you return), please visit the following link:

<http://www.inspection.gc.ca/animals/terrestrial-animals/imports/policies/live-animals/pets/eng/1326600389775/1326600500578>

POSTAL SERVICES

PERSONAL MAIL

Canadian Forces Post Office

Your postal address in Belleville will be:

(name)

RP

PO Box xxxx Stn Forces

Belleville, ON K8N 5W6

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

(name)

RP xx, CFPO xxxx

15 Westwin Ave Bldg 348

CFB Trenton

Astra, Ontario K0K 3W0

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

Moscow Postal Services

Families will receive a briefing regarding postal services on arrival. In a nut shell, ground mail and direct mail is unadvisable and discouraged. All mail items must be sent or received through the diplomatic white mail bag. White bags leave on a weekly basis. For questions you can email the distribution Center directly and they're very good at pointing you in the right direction: distributioncenter-centredistribution@international.gc.ca

http://www.expatriate.ru/s_postal_communication.php

HEALTH SERVICES

GENERAL

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

Social Workers

- *Capt Martin Laferrière-Simard - Social Worker (Military Members)*
martin.laferrieresimard@forces.gc.ca
- *Myriam Chebat - Social Worker (Family members / dependents)* chebat.myriam@cfmws.com or Myriam.Chebat@Forces.gc.ca

Immunizations For an up to date list of required immunizations for your location, please contact Tel: +49 2451 717 305

Pharmacy Services 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).

EMERGENCY NUMBERS

Police Department	Tel: +1 208-882-2677 or 102
National Emergency Telephone Number (24/7)	Tel: 101
EMC Ambulance Services 24/7 www.emcmos.ru	Tel: +7 (495) 933-66-55
Medical Emergencies (Ambulance)	Tel: 103 (from a landline or 112 from a mobile phone)
Moscow City Police	Tel: (495) 200 9305
Fire	Tel: 101
Gas leakages	Tel: 104
Red Cross	Tel: (499) 126 7571
Anti-Poison Control	Tel: (495) 628 1687
Child Abuse	Tel: (495) 624 6001
Women's Abuse	Tel: (495) 282 8450

HOSPITALS

During your time in Russia you may need to visit one of the hospitals in Moscow, or another of the Russian cities. Learn more about the care and treatment options open to you including at the European and American medical centers.

Healthcare in Russia is likely to work differently to where you come from. There are many hospitals in Russia, both general and specialist, with over 100 hospitals in Moscow alone.

Russian hospitals

Like many European countries, Russia has an insurance-based health system, with all residents to free public healthcare based on employment contributions. However, in practice there are many areas of Russia – particularly rural areas – where the majority of residents are not covered by public health insurance. The quality of healthcare provision, including hospital care, is much higher in cities such as Moscow. See our guide to healthcare in Russia for more information.

There are two types of hospital in Russia – state hospitals and private hospitals. The state hospitals are often underfunded, have basic facilities and it can be difficult to find English-speaking staff. Waiting lists are long and food provision can be poor. Private hospitals are more expensive but are often preferred by foreigners due to availability of English-speaking hospitals in Russia and standard of care.

There are also a number of maternity hospitals in Russia (called 'roddom'). See our guide to having a baby in Russia for more information.

Hospitals in Moscow

In Moscow, the public health facilities are of a better standard than elsewhere in the country. There are general hospitals in Moscow as well as specialist ones (children's, mental health, gynaecological, etc.).

Private facilities in Moscow are widespread. Two popular options for foreign visitors and residents are the European Medical Center and the American Medical Center.

Most hospitals in Russia take in-patients and deal with emergencies. Some of the private facilities don't provide extensive in-patient care so need to transfer to a different hospital in the event of a more serious medical issue.

If you are in a position where you need to visit a state hospital or a private hospital where you are not sure English is spoken, it is useful to know a few basic Russian words and phrases. See our guide to Russian medical terms for more information.

Visiting hospitals in Russia: what you need

If you are a foreign resident living or working in Russia, you will need to have either public insurance through employment in Russia, or private insurance if you want to be treated in a private Russian hospital or medical centre. Russian hospitals will treat patients without insurance in event of an emergency, but you will be billed for any treatment post-emergency. You will need to present evidence of insurance – either public or private – to receive other treatment as either an in-patient or an out-patient.

In most cases, unless your insurer has an agreement with the hospital providing treatment, you will need to pay for treatment upfront yourself and then seek reimbursement from the insurance company. Make sure that you get a receipt or invoice for any treatment for this purpose.

Except for emergency procedures, you need to be referred by a doctor for Russian hospital treatment. Once you are admitted, your treatment will be controlled by one of the hospital doctors.

Hospitals in Moscow

Russian Children's Hospital:

Tel: +7 495 434-10-00

Address: 119571, Moscow, Leninsky Prospect, 117

Website (in Russian): <http://rdkb.ru/>

Bakoulev Center for Cardiovascular Surgery

Website: <https://bakulev.com/>

Bourakovsky Institute of Cardiac Surgery

Roublyevskoe Shosse 135, Moscow 121552

Director's office: (495) 414-75-71

E-mail info@heart-house.ru

The Institute of Coronary and Vascular Surgery

Leninsky Prospekt 8, Moscow 117931

Director's office 8 (499) 236-13-61

Center of Neurology

Tel: +7 (495) 374-77-76

Address: 125367, Moscow, Volokolamskoe shosse, 80

Website (in Russian): <https://www.neurology.ru/o-centre/research-center-neurology>

On Clinic International Medical Center

Tel: 8 495 223 22 22

Website (in Russian): <https://www.onclinic.ru/>

Russian Cardiology Scientific and Clinical Complex

Tel: +7 (495) 150-44-19 and 8-800-707-44-19

Address: 3rd Cherepkovskaya 15A, Moscow 121552

Website (in Russian): <https://cardioweb.ru/>

Family Doctor Clinic

Tel: +7 495 780 07 71

Website (in Russian): <https://www.fdoctor.ru/>

Medical Center Capital

Tel: +7 (499) 402-92-28

Website (in Russian): <http://www.stomed.ru/>

Clinic on Arbat: 119002, Moscow, Bolshoy Vlashevsky Pereulok, 9

Southwest Clinic: 119334, Moscow, Leninsky Prospect, 146

Clinic Babushkinskaya: 129281, Moscow, st. Flyer Grandma, 48B

Clinic on Leninsky: 119313, Moscow, Leninsky Prospect, 90

Evromedprestizh Clinic and Medical Center

Tel: (495) 255-30-11

Website (in Russian): <https://policlinica.ru/>

University Central Hospital

Tel: +7 (499) 400-47-33

Address: Metro Leninsky Prospect, 10 Fotiev St. and m.Yasenevo, Lithuanian Boulevard, 1A

Website (in Russian): <https://www.ckbran.ru/>

Oao Medicine

Tel: +7 (495) 775-74-90

Address: Moscow, 2nd Tverskoy-Yamskoy lane, 10

Website: <https://en.medicina.ru/>

Scope Clinic

Tel: +7 (495) 488-94-88

Address: Moscow, Starokachalovskaya d.6, h.10

Website (in Russian): <https://www.sfe.ru/>

Clinic Be Zdorov

Tel: 8 495 663-03-03 and 8 495 782-88-82

Website (in Russian): <https://klinikabudzdorov.ru/moscow/>

NMS Medical Center

Tel: +7 (495) 135-01-75

Address: m. Polezhaevskaya, Prospect Marshal Zhukov, d.38 k.1

Website (in Russian): <https://www.nrmed.ru/>

Echinacea Clinic

Tel: +7 (495) 649-6868

Website (in Russian): <https://ehinaceya.ru/>

Clinic Family Doctor

Tel: +7 (495) 126-99-31 and +7 (926) 800-07-19

Website (in Russian): <https://familydoctor.ru/>

Russian Children's Clinical Hospital

Tel: +7 (495) -936-9166

Address: Moscow, Leninsky Prospekt, 117, Russian Children's Clinical Hospital, Administrative Building

Website (in Russian): <https://deti.org/>

Tselt Clinic and Hospital

Tel: +7 (495) 788 33 88

Address: Moscow, sh. Enthusiasts, 62

Website (in Russian): <https://www.celt.ru/>

Clinic Primamedica

Tel: +7 (495) 120-01-07

Address: Moscow, st. Academician Chelomey, 10 "B" and Moscow, Elektrolitny pr-d, d.7, k.2, p.2

Website (in Russian): <https://www.primamedica.ru/>

Altra Vita (IVF Clinic)

Tel: +7 (499) 969-81-22

Address: 4A, Nagornaya st., Moscow, Russia

Website: <https://altravita-ivf.com/>

Cyber Clinic Moscow Institute of Medicine

Burdenko General Military Clinical Hospital

Address: 3 Hospitalnaya Street

City Clinical Hospital No. 50

Tel: +7 (499) 798-40-00

Address: 127206, Moscow, st. Vucheticha, 21

Website (in Russian): <https://mosgorzdrav.ru/gkb50> or <http://50gkb.ru/>

European Center for Psychotherapy

International Hospital Medical Center

Tel: +7 (495) 937-57-57

Address: Moscow, 4th Monetchikovsky lane, h. 1/6, building 3

Website: <http://en.intac.ru/>

PRIVATE CLINICS

Some of the main Moscow private medical clinics are:

European Medical Center

<https://www.emcmos.ru/en/main>

Intermed Center American Clinic

<http://en.intac.ru>

Medsi

<https://medsi.ru>

Atlas Medical Center

<https://atlas.ru/en/uslugi/genetika>

OAO Medicina

<https://www.medigo.com/en/clinic/russian-federation/moscow/jsc-medicina-clinic-56c59c3bad712>

PHARMACEUTICAL SERVICES

Pharmacies are easy to find and on most streets throughout Moscow. If your doctor has prescribed something, it's usually in Russian and the pharmacist can easily fill it. There are two types of pharmacies, but most families recommend going to the "36-6" pharmacies.

Please note that there are some medications not available in Moscow which can often be ordered through a pre-determined pharmacy in Canada. They can keep your information on file and send your medication via diplomatic mail. You will keep the receipts and claim the amounts as per normal with Sunlife. If you are experiencing trouble with finding medication, it's best to call your detachment to see if you can get your medication through a DND Pharmacist. Therefore, it is advised that you know the generic (chemical) name of the medicines you think you are going to need. Many medications can be purchased here over the counter that would only be available by prescription in your home country.

DENTAL CLINICS

Dental care is very similar to Canada. English speaking dentists are available and can be booked with no waiting times. There are some companies that fly in specialists from the UK and even from Canada on a monthly basis. Cost is similar to Canada and there have been no major problems processing claims (but do discuss your treatment plans with Sunlife prior to committing to the treatment if you are unsure of your dental coverage).

US Dental Care: Tel: +7 (495) 933-86-86

SOCIAL SERVICES

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

Social Worker

You can reach the MFS(E) Social Worker Myriam Chebat at:

myriam.chebat@forces.gc.ca

+49 (0) 2451 717 206

You can reach the CAF Formation Europe Social Worker, Captain Martin Laferrière-Simard at:

martin.laferrieresimard@forces.gc.ca

+49 (0) 2451 717 309

Padre

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

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

CAF Member Assistance Program

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

Family Information Line

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

Local Resources

Military families can also access resources in their community, as recommended by their doctor or other sources, but they should ensure with their Public Service Health Care Plan that they will be covered for the services they are considering. For their services, military members are required to go through their medical system or the CAF Member Assistance Program.

A. A. Meetings

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

GREAT WEST LIFE / ALLIANZ

Dental Claims

Unless you are served by a CAF Dental Clinic, dental claims will need to be sent to Great-West Life, using the paper form. Log into your account on the Great-West Life website and print a claim form. Claims and original receipts need to be mailed to the following address:

Great-West Life Health and Dental Benefits
Foreign Benefit Payments
PO Box 6000
Winnipeg, MB R3C 3A5

Be sure to keep copies of your receipts!

Medical Claims

For medical claims, you will also need to submit a paper claim to Allianz, using the PSHCP Out-of-Country claim form (http://www.pshcp.ca/media/43901/claimform_out_fill.pdf). Send the claim form and the original receipts to:

Allianz Global Assistance
Public Service Health Care Plan
PO Box 880
Waterloo, ON N2J 4C3

Be sure to keep copies of your receipts!

ON THE ROAD

GENERAL

Driving in Russia is right-sided and, like North American, the wearing of seat belts is mandatory in both front and back seats. Speaking on a mobile phone while driving is a serious offense unless you are using a hand's free device (but you will see loads of people driving while speaking on their phones!!)

In the built up areas the speed limit is 60 kmph.

In non-built up areas – 90 kmph.

On the off-city highways – 110 kmph.

The minimum age to drive a car is 18 (16 for motorcycles, 20 for buses). Turning right at a red light is not allowed when there is no special green arrow traffic light. It is illegal for children under the age of 12 to travel in the front seat. Dipped headlights must be used during the day. It is illegal to drive a car with mud on the license plates.

DRIVER'S LICENCE

You must have a Russian registration certificate (your pink DIP card), a driver's license and vehicle insurance (green paper) in your car. As a foreigner, you must have your Russian Visa (passport) and migration card with you at all times.

As a diplomat, you will be able to use your Canadian driver's license and your car will be "red plated" so you can drive in Moscow without having to go through the enormous process of getting a Russian driver's license! The embassy will help you to organize everything you need.

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/driver-licensing/Pages/default.aspx
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/re- ference.html?d=details&progr- am_id=304
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/drive- rs.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/_liv- e/pages/wpPages/issuingoffic- es.aspx
Nova Scotia	Nova Scotia Registry of Transportation P.O. Box 186 Halifax, Nova Scotia B3J 2N2	(902) 424-5851 Toll Free in NA: (800) 898-7668 tir- occ@novascotia. ca.	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/progra- ms-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
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

ROADWORTHINESS TEST/SAFETY

In Russia all vehicles must pass a periodic inspection ensuring their road worthiness that includes the adherence to the respective regulations. To pass the inspection the vehicle must not exceed the mandated emission level (currently Euro-3), the brakes must have no leaks and the brake forces must be symmetrical, steering slip must not exceed the mandated parameters (from 10° for cars to 25° for heavy trucks), all lights must provide the required color, aim and brightness of the emitted light, and the vehicle must be

equipped with the first aid kit, fire extinguisher and the emergency stop sign. The windshield must have a functional washer, and while window tinting is allowed, including the blinds on the windshield and rear window, they must pass the required amount of light.

To pass the inspection a driver must get to a police vehicle registration center or an authorized service station and present a vehicle for inspection. If the vehicle passes, then the driver would receive a certificate of worthiness that must be presented to the insurance company to obtain the compulsory vehicle insurance. The lack of the valid insurance certificate or driving with the elapsed one is subject to heavy fines and eventual revocation of the driver's license. The test periodicity varies with the type of vehicle. Commercial buses (defined as vehicles that carry >8 persons aside from a driver) and oversize/dangerous cargo trucks must be inspected each six months, heavy trucks (>3.5 tons loaded weight) are inspected annually, while the new cars, bikes and light trucks (< 3.5 tons) must be first inspected after three years, then bi-annually until they are seven years old, after which the inspections become annual.

CAR INSURANCE

The minimum required car insurance is 'third party liability'. It can be purchased from the state insurance company ("Ingosstrakh") and the price ranges from \$100-\$700 US depending on the car's horsepower and the amount of coverage one desires.

It's also recommended that vehicle alarms be installed prior to arrival as some insurance companies will not insure your vehicle unless you have an alarm.

VEHICLE REGISTRATION

Vehicle registration plates are the mandatory number plates used to display the registration mark of a vehicle. Most motor vehicles which are used on public roads are required by law to display them.

The procedure can take up to two working days. The first step is to present all the required papers at the desk for accepting registration applications.

ID of the owner, including address registration plus a visa or residence permit, proof of ownership, proof of liability insurance, record card of the car.

For a vehicle being imported into Russia, the following are also required: Custom documents (in case of imported foreign car; for first time registration) and transit plates (2)

After processing, all the documents are returned, as well as a completed application for the registration and a request for payment. Payment should be made at the bank mentioned in

the payment request. The fees are currently R.2,000 for registering and R.300 for de-registering.

Following this is a check of the car, where an inspector checks all the numbers and fills in the respective fields in the application for registration. Afterwards all the documents are again presented to the registration desk to be processed. When registration is complete, new licence plates are issued to be fixed to the vehicle. The owner must then inform the insurance company about the new registration number.

EMISSION STICKER

European Green Zones

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

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

FUEL CARD

All the major networks of petrol stations have a customer card that allows you to accumulate points and purchase gasoline and merchandise stores with gas station discounts. They are many available in Moscow including LUKOIL, Rosneft, Gazpromneft, ESA, Shell and Tatneft.

For more information go to <https://avtoz.net/fuel-cards-choose-the-best/>

ITEMS IN YOUR CAR

Drivers must carry at all times the originals of all the documents below, and traffic police can stop a car at any time for a check.

- Passport including a valid visa
- Migration card
- Valid driving licence
- Insurance policy
- Car registration paper

- Certificate of annual technical inspection

It is also mandatory to carry the following items:

- First-aid kit (it is advisable to include latex gloves and a sterile syringe)
- Fire extinguisher
- Emergency triangle sign
- A neon reflective vest

BIKING/MOPEDS/MOTORCYCLES

Bicycles

Bicycles are not allowed on the metro (with the exception of folding bikes). They are permitted on long-distance trains, but you must buy a special ticket to bring your bike on the elektrichka (suburban commuter train). Bicycles are allowed on intercity passenger trains as long as your total luggage does not exceed the weight limit (36kg). You should disassemble and package the bike to ensure that you will be able to find space to store it.

A regularly updated map of cycling lanes is available at <https://mos.bike/map>.

Moscow's bike-share program is VeloBike (www.velobike.ru), an innovative system designed to cut down on traffic and encourage healthier living in the capital. It started in 2013 and now offers some 4600 bicycles at 480 stations around the city.

Mopeds and Scooters

Russian Government gives freedom to bicycle riders as there is no license for the motor-assisted bicycle with 250 Watt output power.

Motorcycles

The legal driving age within the Russian Federation is 16 years for motorcycles. Motorcycle riders (and passengers) must wear crash helmets.

PARKING

Moscow has paid parking within the MKAD ring. There are several parking zones. Parking within the Boulevard Ring costs approx. 80 rubles for first hour and approx. 130 rubles for every next hour.

How to pay:

SMS to 7757 (Russian SIM-cards only).

Moscow Parking Portal (Mobile App available for iOS, Android and Windows Phone).

Parking ATM (mostly with credit cards only).

Parking card. Parking cards have nomination of 500 or 1000 rubles.

Monthly or annual parking ticket. The parking ticket holder can use city parking spaces daily without payment during the chosen period (month or year).

TOLLS

When traveling, be aware of toll costs. To drive on the autoroutes in Switzerland, for example, you require a sticker (called a *vignette*) on your windshield. The vignette is only available as an annual purchase. For Austria, you can purchase a 10-day, 2-month or annual vignette. In France, you will find toll booths on the autoroute. For some you pay a toll to go through the booth, for others you take a ticket and pay when you exit the toll road. The website <https://www.viamichelin.com/> is an excellent resource for calculating toll costs before a trip.

The toll system is relatively new in Russia. One completed toll road is the 18 Km section of the Lipetsk Highway M-4 from Moscow to Novorossiysk, where cars have to pay R.10 to pass. Charges are payable in cash. Some other toll roads outside of the capital allow you to pay using a card but it's advised to typically carry some cash when driving in Russia. Another new development is the toll section of the 'Western High-Speed Diameter' in St Petersburg, where cars passing the 5 Km toll road must pay R.30 during the day (07:00-23:00) and R.10 at night.

Some provincial administrations have also imposed tolls on some roads. One example is the road between Ostrov and the Latvian and Estonian borders in Pskov County in Western Russia, where tolls range from R.150-300 per car.

REST STOPS

Long journeys on roads in Russia call for early bathroom breaks, as rest stops aren't really a thing there. Of course, drivers are sure to stumble upon service stations from time to time but it's difficult to count on them. Therefore, drivers should plan well, packing food and drinks and mapping out overnight accommodations well in advance. Be sure to check in with a mechanic before setting off on a trip to ensure there are no breakdowns.

DRIVING SPEED

Speed limits are shown in kilometres per hour (Km/h). Inside built-up areas, the speed limit is 60 Km/h, 90 Km/h outside these zones, and 100 Km/h on highways. These apply to all types of roads.

Speed Cameras

There are fixed speed cameras in Russia but they are outnumbered by the mobile variety. If you get caught by a fixed camera, the ticket will be sent to the registered address of the car and if this is a car hire company, it will be forwarded on to you. Otherwise you'll get a ticket there and then have to pay it within a certain time at a location specified on the ticket.

SAFETY BELTS AND CHILD SEATS

Wearing of seat belts is mandatory in both front and back seats. It is prohibited to carry a child less than 12 years of age in the front seat of a car when there is no special child restraint. It is also prohibited to carry a child less than 12 years of age on the rear seat of a motorcycle.

As for child seat, they are not required by law, but if you would like to have one it is recommended that you bring one with you as they are hard to find.

MOBILE PHONES

Using your mobile when driving is illegal (without a hands-free kit).

WINTER TIRES

Driving in Moscow in winter can be very difficult, especially if you are not used to such weather conditions. During the winter period, remember to keep a good snow brush, a defroster for locks, and anti-freeze liquid. Before winter arrives, have your car protected with winter tires. Studded tires are allowed and highly recommended outside of Moscow. It is better to change tires in advance – in autumn, and not to wait until the first snow. Otherwise, you run the risk of spending a lot of time in queues at service stations (very much like Canada). Do not hurry to change winter tires in the spring; it is better to wait until April when the weather has definitely changed.

ALCOHOL AND NARCOTICS

The legal blood alcohol concentration (BAC) and breath alcohol concentration (BrAC) limits for the general population of drivers: 0,3 BAC mg/ml and 0,16BrAC mg/l.

Police can carry out tests on the saliva of drivers for the presence of narcotics. If the test is positive, the driver is then taken to a clinic for further tests.

ROADSIDE ASSISTANCE

The Russian market of roadside assistance is much less developed than that in the West.

The roadside assistance is a complex of services for vehicle owners, including both assistance in emergency situations on the road (fuel delivery, emergency repair, evacuation after the accident) and various additional services (average commissioner, legal assistance, collection of papers for the traffic police and other). Due to the variety of services in this market there are many players of different scale: private owners of tow trucks, large and small regional companies, as well as federal operators, a range of which is extremely narrow currently.

Today the most well-known federal roadside assistance operators in the Russian market are the Russian Automobile Fellowship and Russian AutoMotoClub.

IF INVOLVED IN A CAR ACCIDENT

In a case of a car accident in Moscow, stay right where the accident took place – even if you are in the middle of a busy road – and call 112 (emergency services number, most operators speak English). Provide them with all of the details of the accident (location, number, and kind of vehicles involved, injuries, etc.). You can also ask somebody else who speaks Russian (e.g. the other driver involved in the accident, your office, your friend) to call them. Then call your rent a car company, if you hired a car and your insurance company if you are the car's owner. After that, wait for a GIBDD (traffic police) officer. Do not expect the GIBDD officers to speak English. If the damage is small, it is possible to handle the situation and prepare all documents for the insurance company without the presence of a GIBDD officer (whose attendance is not required by law), if both drivers have an insurance policy and the damages are caused only to property, and there is no injury to people.

BUYING OR SELLING A CAR

Buying or selling a car is sure to acquaint you with Russia's extensive bureaucracy. It's important to note that registration of vehicles is done exclusively in Russian, so if you don't speak the language and don't have access to the help of someone who can, you'll have no choice but to use an agency which specialises in helping foreigners with these matters.

The process of purchasing a used car is very similar to buying a new one. Some helpful sites which offer services in English for the purchase of both new and used cars are:

- ***Avtopotok***
- ***OOYYO***

Once you've chosen your vehicle, you'll be ready to undergo the registration process. This will allow you to take ownership of it before concluding the purchase and making payment. The registration should pan out roughly as follows:

First of all, the previous owner of the vehicle will have to unregister it in a State Road Traffic Safety Inspectorate. You must ensure this happens before you begin any further proceedings in the purchasing process.

Once this is done, you can begin registering it in your own name. In order to do this you'll need to take appropriate ID, proof of address and your visa or resident permit, along with proof of ownership, liability insurance and the history record of the vehicle to a vehicle registration application office. Processing of these documents can take up to two days and carries a fee of 2,000 Rubles.

Once this is sorted, the vehicle will be checked to ensure all of its numbers correspond correctly as they should do. Assuming this is a success, you'll then be given your new registration, at which point you're obliged to alert your insurance provider of the change in registration number.

Once this is all satisfactorily concluded, you're ready to actually take ownership of the vehicle. When you've agreed on a price with the other party involved, the record card of the car is updated to reflect the details of the new owner. It's when this is done that the money can finally change hands.

RESOURCES

Whenever your car changes hands, even if only for scrap, and the new owner does not have NATO SOFA privileges, this transaction must **first** be reported to Customs. VAT and /or Customs duties may be payable on the present value of the car. Customs can only assess the present value when they see the car. You can either drive the car to the Customs office, or arrange for Customs to view the car at its present location. If it is no longer movable,

there will be an extra fee for this. Customs can levy applicable charges against the seller or the buyer. Who ultimately pays depends on the deal you arrange – preferably in writing – with the new owner.

Failure to report the sale of your car to Customs, and to report it BEFORE the transaction is complete, is a Customs offence, viewed more seriously if the transaction is never reported.

In addition to a surcharge on Customs and taxes and detrimental assumptions on the value of your car that may be made in the absence of car and/or paperwork, you also risk prosecution. As Canadians in Europe we must respect host nation law. The other consequence of an unreported sales transaction, especially if car papers are handed over, is that it leaves the door wide open for illegal transactions, such as the shipment of stolen cars across borders. The papers you hand over to a new owner may be used to give a stolen car a new identity, a crime that is widespread since the opening of borders to the former East Bloc countries.

If in doubt, consult with the Traffic Office. This is also where you obtain the correct paperwork to be completed and taken to Customs. Also, check with Traffic when selling your vehicle to a NATO ID Card holder.

RELIGIOUS SERVICES

ENGLISH LANGUAGE SERVICES IN THE AREA

There are many churches to choose from in Moscow, including many that offer services in English or French. Some of the Christian English speaking churches are:

- International Christian Fellowship
- Moscow Protestant Chaplaincy (a dynamic and diverse ecumenical Christian community that draws its membership from nearly 30 nations and many Christian traditions).
- International Christian Assembly
- Word of Life
- Calvary Chapel

AROUND THE HOUSE

INTERNET/TELEVISION/MOBILE PHONE

Voice over Internet Protocol (VoIP) Phones

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

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

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

Many areas of the city are covered by a commercial WiFi network called Beeline. This way if you can connect to a hot spot by the same name (Beeline WiFi or Beeline WiFi WPA), and are getting a strong enough signal, you should get decent wifi.

Russian Internet is known as Runet in Russia. The country code top-level domain (ccTLD) reserved for Russia is .ru, however the domains .su, .rf and the internationalized domain .рф are also used.

ELECTRICITY

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

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

Dual Voltage

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

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

Single Voltage

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



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



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



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

Transformers

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

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

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

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

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

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

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

UTILITIES

Utilities bills are very low in Russia.

In apartment blocks centralized heating is provided between autumn and spring for a small monthly fee. There are no apartment thermostats, temperature control is by opening and closing windows. It may be necessary to purchase a heater for winter, as it is unpredictable when the centralized heating will be turned on.

It is normal practice for water supplies to be turned off for a few weeks in the daytime in summer for maintenance.

For help setting up your utilities you can visit

<https://www.expatca.com/ru/living/household/setting-up-russian-utilities-electricity-water-and-gas-in-russia-970011/>

APPLIANCES

Electrical sockets (outlets) in Russia are one of the three European standard electrical socket types: The "Type C" Europlug and the "Type E" and "Type F" Schuko. If your appliance's plug doesn't match the shape of these sockets, you will need a travel plug adapter in order to plug in. Travel plug adapters simply change the shape of your appliance's plug to match whatever type of socket you need to plug into. If it's crucial to be able to plug in no matter what, bring an adapter for all three types. The Embassy will provide you with large North American transformers.

Electrical sockets in Russia usually supply electricity at between 220 and 240 volts AC. If you're plugging in an appliance that was built for 220-240 volt electrical input, or an appliance that is compatible with multiple voltages, then an adapter is all you need.

But travel plug adapters do not change the voltage, so the electricity coming through the adapter will still be the same 220-240 volts the socket is supplying. North American sockets supply electricity at between 110 and 120 volts, far lower than in most of the rest of the world. Consequently, North American appliances are generally built for 110-120 volts.

BEDS

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

WATER QUALITY

Tap water in Russia is safe and meets the country's sanitary standards, while the Russian consumer-rights watchdog Rospotrebnadzor regularly tests tap water throughout the country and says it's safe to drink. All water is purified via several filters including sand and carbon before chlorine is added. In large cities (Moscow, St.Petersburg, Rostov-on-Don) liquid chlorine is replaced with sodium hypochlorite, which is safer. **However, it's still not recommended to drink tap water in Russia.**

GARBAGE AND RECYCLING

Garbage services will vary depending upon where you live. In Pokrovsky Hills, garbage is collected every day except Sundays.

Unfortunately, there is currently NO recycling whatsoever in Moscow. It is painful. Pokrovsky Hills will collect recycling of paper/cardboard and plastic, but it is unknown if the items are actually recycled or simply taken away and mixed with the regular garbage.

METRIC CONVERSION

Oven Temperature

275 F = 135 C	350 F = 175 C	425 F = 220 C
300 F = 150 C	375 F = 190 C	450 F = 230 C
325 F = 165 C	400 F = 205 C	500 F = 260 C

Cup & Spoon Equivalents

COOKING CONVERSION CHART

Measurement

CUP	ONCES	MILLILITERS	TABLESPOONS
8 cup	64 oz	1895 ml	128
6 cup	48 oz	1420 ml	96
5 cup	40 oz	1180 ml	80
4 cup	32 oz	960 ml	64
2 cup	16 oz	480 ml	32
1 cup	8 oz	240 ml	16
3/4 cup	6 oz	177 ml	12
2/3 cup	5 oz	158 ml	11
1/2 cup	4 oz	118 ml	8
3/8 cup	3 oz	90 ml	6
1/3 cup	2.5 oz	79 ml	5.5
1/4 cup	2 oz	59 ml	4
1/8 cup	1 oz	30 ml	3
1/16 cup	1/2 oz	15 ml	1

Temperature

FAHRENHEIT	CELSIUS
100 °F	37 °C
150 °F	65 °C
200 °F	93 °C
250 °F	121 °C
300 °F	150 °C
325 °F	160 °C
350 °F	180 °C
375 °F	190 °C
400 °F	200 °C
425 °F	220 °C
450 °F	230 °C
500 °F	260 °C
525 °F	274 °C
550 °F	288 °C

Weight

IMPERIAL	METRIC
1/2 oz	15 g
1 oz	29 g
2 oz	57 g
3 oz	85 g
4 oz	113 g
5 oz	141 g
6 oz	170 g
8 oz	227 g
10 oz	283 g
12 oz	340 g
13 oz	369 g
14 oz	397 g
15 oz	425 g
1 lb	453 g

EMPLOYMENT

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, Caroline Couture at MFSE.EmploymentEducationTraining@cfmws.com.

JOB POSTINGS

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

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

LOCAL EMPLOYMENT

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

ADULT EMPLOYABILITY PROGRAM

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

VOLUNTEERING

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

YOUTH EMPLOYMENT PREPARATION PROGRAM

The Youth Employment Preparation (YEP) Program provides real-life workplace training and employment opportunities to the youth of the CAF members and Canadian Forces support personnel posted in Europe. YEP aims to assist youth - between the age of 15 and 24 who are pursuing full-time studies - gain the knowledge, skills and experience to make a successful transition into the labour market. For more information on this program, see:

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

EDUCATION

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>

SCHOOLS

Local Schools

The Anglo-American School of Moscow is located beside Pokrovsky Hills in the North-west of Moscow and the French Lycee school in the centre of Moscow.

Most Canadian children currently living in Moscow attend the **Lycée Français de Moscou** (Alexander Dumas French School - France) or the **Anglo American School of Moscow** (American). <https://www.aas.ru/> <http://www.lfm.ru/>

International School

For the past 15 years, the British International School or BIS has established itself as an educational institution of the very highest standard. They take a great deal of pride in their academic track record, which makes them one of the most successful IB Schools worldwide. The success of BIS Moscow has allowed them to establish 3 school campuses based in Moscow's green zones and in many cases are directly adjacent to or close to large parkland areas. The campuses are all in locations highly convenient to most of Moscow's residential and central areas

The International School of Moscow <https://internationalschool.ru>



info@internationalschool.ru , address: Krylatskaya Street 12.

ISM offers a contemporary British international education to Early Years, Primary and Secondary aged children in a student-centred learning environment on two sites in the city - Krylatskoe and Rosinka. The school follows the English National Curriculum, enhanced to meet international and local requirements. ISM is part of the British Schools Foundation, one of the largest networks of top-tier British schools, with 11 schools across 4 continents.

IMMUNIZATION


All travelers

You should be up to date on routine vaccinations while traveling to any destination. Some vaccines may also be required for travel.

Measles	<ul style="list-style-type: none"> Infants (6 through 11 months old): 1 dose of measles-mumps-rubella (MMR) vaccine before travel. This dose does not count as the first dose in the routine childhood vaccination series. People 12 months old or older, with no evidence of immunity or no written documentation of any doses: 2 doses of MMR vaccine before travel. The 2 doses must be given 28 days apart. People 12 months old or older who have written documentation of 1 dose and no other evidence of immunity: 1 additional dose before travel, at least 28 days after the previous dose. 	
Routine vaccines	Make sure you are up-to-date on routine vaccines before every trip. These vaccines include measles-mumps-rubella (MMR) vaccine, diphtheria-tetanus-pertussis vaccine, varicella (chickenpox) vaccine, polio vaccine, and your yearly flu shot.	




Most travelers

Get travel vaccines and medicines because there is a risk of these diseases in the country you are visiting.








Hepatitis A	CDC recommends this vaccine because you can get hepatitis A through contaminated food or water in Russia, regardless of where you are eating or staying.	
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Some travelers

Ask your doctor what vaccines and medicines you need based on where you are going, how long you are staying, what you will be doing, and if you are traveling from a country other than the US.

Hepatitis B	You can get hepatitis B through sexual contact, contaminated needles, and blood products, so CDC recommends this vaccine if you might have sex with a new partner, get a tattoo or piercing, or have any medical procedures.	
Japanese Encephalitis	Depending on what time of year you are traveling, you may need this vaccine if you are visiting certain remote areas of Russia for more than a month, or if you will be spending a lot of time outdoors in those areas during a shorter trip. Your doctor can help you decide if this vaccine is right for you based on your travel plans. See more in-depth information on Japanese encephalitis in Russia .	
Rabies	<p>Although rabies can be found in dogs, bats, and other mammals in Russia, it is not a major risk to most travelers. CDC recommends rabies vaccine for only these groups:</p> <ul style="list-style-type: none"> Travelers involved in activities that put them at risk for animal bites (such as adventure travel and caving). People who will be working with or around animals (such as veterinarians, wildlife professionals, and researchers). People who are taking long trips or moving to remote areas in Russia. Children, because they tend to play with animals, might not report bites, and are more likely to have animal bites on their head and neck. FOR TRAVELERS TO CAUCASUS REGION: CDC also recommends rabies vaccine for travelers involved in other outdoor activities (such as camping, hiking, and biking) and most long-term travelers. 	

Key

 Get vaccinated	 Eat and drink safely
 Prevent bug bites	 Keep away from animals
 Reduce your exposure to germs	 Avoid sharing body fluids
 Avoid non-sterile medical or cosmetic equipment	

*According to the CDC <https://wwwnc.cdc.gov/travel/destinations/traveler/none/russia>

DISTANCE EDUCATION

There is the possibility for distance education (higher education) for foreigners. For more information you can visit <https://studyinrussia.ru/en/actual/articles/distance-learning-in-russia/>

CHILDREN'S EDUCATION MANAGEMENT (CEM)

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

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

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

SCHOLARSHIP AND BURSARY INFORMATION

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

- https://www.cfmws.com/en/SupportOurTroops/Programs/Documents/Scholarship_e_FIN_AL_25%20Mar%202013.pdf

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

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

POST SECONDARY EDUCATION

An OUTCAN posting can be an ideal time to continue your education, whether through part-time or full-time studies, working towards a degree or certificate, for professional

development or taking a special interest course for fun. Studies can be done in person at local colleges and universities or on-line through a variety of institutions.

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

Local Institutions

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

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

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

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

Canadian Institutions

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

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

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

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

For more information on this directory please visit:

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

ENTERTAINMENT & LEISURE

FAMILY LIFE AND RECREATION

From Gorky Park to the Moscow Zoo to some seriously impressive cinema complexes, there is no shortage of places to have fun in Russia's thriving capital. If that sounds too mundane, then why not try out one of Moscow's many go-karting tracks! For those desperate to splash some serious roubles then you've come to the right town!

Loved by kids and adults alike, circuses are a great choice for family-friendly entertainment. Foreign circuses, like Cirque du Soleil and the Chinese Circus, also regularly give performances in Russia, although getting tickets can be difficult.

LOCAL ATTRACTIONS

Russia has a rich tradition of performance arts, especially in Moscow and St Petersburg. The country's classical composers, ballet dancers and opera singers are world-renowned and regularly grace foreign stages and concert halls. The tradition of theatre in Russia may not be as long as in Europe, but thanks to the efforts of the finest Russian authors, it has now risen to the top of drama and performance arts. Stanislavky's System, upheld and developed by the likes of Meyerhold and Vakhtangov, remains the basis of drama education in Russia.

CINEMAS

At regular cinemas, films are normally shown in Russian with no subtitles. However, several cinemas and art clubs in Moscow do regular screenings of movies in foreign languages. The What's On section in The Moscow Times newspaper has movie listings including details of language and subtitle language. Embassies and national cultural centres or groups also sometimes offer movies in foreign languages on special film nights.

There is a small gym at the embassy or you may wish to bring work out equipment with you. During the winter you will find plenty of outdoor skating rinks and skiing is available nearby.

CONCERTS

There are many concerts and shows in Moscow in stadium such as the Adrenaline stadium and the Luzhniki stadium. For more information on upcoming events visit <https://www.bandsintown.com/c/moscow-russia>

HOBBIES & CLUBS

- Moscow also boasts its own Hash House Harriers (running/walking social club).
- The St. Andrew's Society (Scottish Country dancing).
- The Canadian Women's Club of Moscow
- The International Women's Club of Moscow
- Cottaging: Cottages can be found for weekend rental or longer.
- Music: Lessons for the whole range of musical instruments are available at reasonable costs. Teachers will come to your home. Used pianos can be bought or rented at very reasonable prices.

SPORTS & ATHLETICS

The following activities and equipment are available locally for Adults and Children:

- Swimming: the Bay of Joys, and several outdoor heated pools in Moscow
- Tennis courts (equipment can be bought locally)
- Golf courses Golf Club in Krylatskoye (in Russian only)
- Field hockey: www.mohockey.ru or www.fieldhockey.ru
- Bowling alleys (in Russian only)
- Soccer fields: Location of soccer fields in Moscow:
- Cycling: it is not advisable to use bicycle for transportation in Moscow, although it is possible and safe to go cycling in major Moscow parks.
- Softball
- Broomball: Purchase shoes in Canada as they cannot be easily obtained locally, although helmets, pads and brooms are available. Somewhat modified version of the Canadian game, the Moscow version calls for helmet, shin and elbow pads.
- Horseback riding: There are several good places to take riding lessons nearby. Bring your own helmet. It is open every day between 0800 and 1900 hours.

- Cross Country Skiing: There are many opportunities for cross-country skiing around Moscow. Although cross-country equipment can be bought in Moscow, it's of low quality and it is recommended that you bring your own. There are no club facilities and tows are virtually non-existent.
- Downhill skiing: There is one small run on the Sparrow Hills, one in Krylatskoye and in a couple of other areas of Moscow. A bit more "lengthy" slopes are available in several downhill skiing resorts outside Moscow located along Dmitrovskoye shosse (the nearest one is 55 km away). There is also one in-door all season downhill skiing resort near Krasnogorsk, Moscow Region. Alpine skiing can be found in the Caucasus Mountains and in the Ural Mountains but these are far away and expensive to get to.
- Walking: There are many possibilities for walking in the pleasant wooded countryside in and around Moscow.
- Dance: Ballroom dancing is extremely popular in Russia. As for lessons, various groups and studios can be found all over the city but only a few that provide English language lessons.
- Yoga: The Ivengar Yoga Centre provides courses in English at various locations. It practices hatha and ashtanga.
- Gyms and Health Clubs: Private gyms are available but are more expensive compared to Canada.

RECREATION CENTRES & PARKS

There are some recreation centers such as Roma and the Art Center. There are many parks in Moscow such as Gorky Central Park of Culture and Leisure, Vorobyovy Gory, MSU Botanical Garden Aptekarskiy Ogorod and Izmaylovsky Park.

AMUSEMENT PARKS

There are many amusement parks and water park in or near Moscow such as Aquapark Karibiya and Sky Town.

DINING OUT

Most families rely on Trip Advisor to find good restaurants in the city. Simply use an online service to reserve your table or give the restaurant a call!

Wide variety of different cuisines and types of dining available locally. Many joint venture/franchise type of restaurants operate in Moscow. The list includes McDonald's, TGIF, Hard Rock Café, Starlight Diners, and others.

- Bills cannot be split between several credit or debit cards - take that in consideration if you are going with a large group.

Tipping

A 10% tip is usually expected and is sometimes included in the bill.

SHOPPING

GENERAL SHOPPING TIPS

Local Store Hours/Sunday/Holiday Shopping

State Universal Store or GUM is a common name for the main department store in Moscow and Soviet Russia. You can buy most everything you need here but it will cost a small fortune.

The best place for shopping is any of the other shopping malls. The Euro (European) Mall near the Shevshenko apartment building (pronounced Evropeisky in Russian) is a popular one. Also, farther out of town there is an IKEA and Tvoi Dome. Other large malls are Metropolis and Avia Park, both offering stores like H&M, Zara, GAP, etc. For more information on GUM department stores, pleasant streets to walk, where to go, good deals, nice food to eat etc. visit the following link:

Visit –

https://www.virtualtourist.com/travel/Europe/Russia/Gorod_Moskva/Moscow592480/Shopping-Moscow-TG-C-1.html

Moscow has many places where you can buy nice clothes and accessories. A few of the stores that are most popular are:

Chapurin Couture: Igor Chapurin is something of a fashion celebrity in Russia and Europe. Igor Chapurin's style combines streamlined geometric elements with quirky and often luxurious details. Expect prices commensurate with an upscale fashion brand.

Arsenicum Showroom: Showroom of the up-market brand from Russian fashion designer Dmitry Loginov Dmitry Loginov has recently been garnering favorable reviews in the media and has been getting awards, all of which indicate that a piece from the Arsenicum fashion collection may be an excellent investment.

Denis Simachev: Denis Simachev's designs are bright, loud, big, and unapologetic. Simachev combines overexaggerated elements from Russian and Soviet visual history: supersized fur hats, women with long braids, Soviet cartoons, navy sailor uniforms, 90s

track-suits, Soviet logos, and lots of ethnic and stylized floral prints found in different regions of Russia.

Vintage X: For lovers of vintage clothing, there's not much on offer in Moscow, where second-hand stores are still predominantly the cheapest way to dress for those with a limited income. This cozy vintage store is the real deal, however. The assortment includes vintage clothing and accessories from the 1930s to 1980s, and the selection of hats and jewelry is especially impressive. In addition to clothing, the store sells a variety of antique items.

Lillies: This Russian chain retailer apes other chain stores in presenting its own inexpensive versions of haute couture trends. Lillies has a couple of stores in Moscow, and branches in a large number of cities across Russia. The assortment of clothes and accessories is wide and includes jackets, overcoats, dresses, blazers, blouses, skirts, pants, purses, hats, and gloves. Additionally, several Russian designers collaborate with the store on knitwear and jewelry lines. The clothes aim to be feminine and elegant -which generally means that designs are more classical than striking. The quality of the clothes is commensurate with their prices. The chain retailer presents several different mini-collections per season.

Public Washrooms

While serviceable public toilets are becoming more easily found, especially in well-populated areas, you will still encounter some old-style public toilets in Russia and former Soviet countries. Public toilets, such as those in train stations or large shopping centers, may require a small fee for their use. Also, public toilets often do not equip each toilet stall with toilet paper in Russia. For more information you can visit <https://www.tripsavvy.com/toilets-in-russia-public-toilets-in-russia-and-eastern-europe-1502256>

Shopping Bags

Russian lawmakers have stepped up calls to ban plastic bags (2019) amid mounting concerns about pollution and Russia's national waste crisis.

GROCERIES

Moscow has many markets and grocery stores such as Dorogomilovsky Market and Auchan. For more information you can visit <https://weheart.moscow/groceries/>

Cooking and Baking

Please note that this section is currently being developed. If you have questions, contact us at: MFSE.RigaRemote@cfmws.com; we are happy to assist you with your new posting. If you have further information to add, please let us know. We are always open to suggestion.

GENERAL SHOPPING

- Open hours in Moscow are longer than in Canada. Major malls usually open till 10PM and some shopping centers work 24 hours.
- Some shops could be closed on Sunday

CLOTHING SIZES

Below is a chart which sizes clothes according to Russian sizes. It also compares with Cdn/US sizes.

RUSSIAN SIZE	44	46	48	50	52	54	56	58	60	62
US jacket size (inch chest)	34	36	38	40	42	44	44-46	46	48	50
metric jacket size (chest cm)	88	92	96	102	106	110	112-116	117	122	127
US pants size (inch waist)	26	28	30	32	34	36	38	40	42	44
Pants metric size (waist cm)	66	71	76	81	86	92	96	102	107	112

CLOTHING SIZES

Women – Dresses

US 6 8 10 12 14 16
UK 8 10 12 14 16 18
Poland 38 40 42 44 46 48

Women – Shoes

US 5 6 7 8 9 10
UK 3 4 5 6 7 8
Poland 35 36 38 39 40 41

Mens – Suits

US 36 38 40 42 44 46 48
UK 36 38 40 42 44 46 48
Poland 46 48 50 52 54 56 58

Mens – Shirts

US 14 15 16 17 18
UK 34 38 42 46 48
Poland 36 38 40 42 44

Children – Tops & Bottoms

US 4 6 8 10 12 14
UK 43 48 55 58 60 62
Poland 125 135 150 155 160 165

Children – Shoes

US 9.5 10.5 11.5 12.5 1.5 2.5 3.5 4.5
UK 9 10 11 12 1 2 3 4
Poland 27 29 30 31 33 34 35 37

Mens - Shoes

US 6.5 7.5 8.5 9.5 10.5 11.5 13
UK 6 7 8 9 10 11 12.5
Poland 40 41 43 44 45 46 49

Most shops, restaurants and service providers accept credit cards, but in rural areas you may have to pay in cash.

LOCAL SERVICES

DRY CLEANING

There are many in the Moscow area such as California Cleaners and Coon. For more information you can visit <https://www.expats.ru/phonedir.php?cid=45>

BARBER AND BEAUTY

There are a few barber shops such as Topgun, Firm, Black Beard and Chop-Chop. As for beauty institute there are a few such as Expat Salon, Aveda and Glent. For more you can visit <https://www.myguidemoscow.com/wellness/beauty-salons>

LIBRARY

There is The Russian State Library (RSL) which is the largest library in Russia and the second largest library in the world. For more you can visit https://www.tripadvisor.com/Attractions-g298484-Activities-c60-t21-Moscow_Central_Russia.html

CHILDCARE

If you're looking for childcare in Moscow, you'll find kindergartens, schools and nannies in Russia, as well as child allowance and child support options. Moscow, and Russia in general, offers benefits for maternity leave, single parents and more to assist in childcare. For more information <https://www.expatica.com/ru/living/family/childcare-in-moscow-106410/>

PET CARE

Vets in Moscow:

Here are a few reputable vets in Moscow:

- **Dr. Yuri Shishmaryov, DVM & Valeria Shishmaryova (Interpreter) -Husband and wife team**
Tel.: (495) 694-03-88 home
Tel.: 8-901-539-39-56 or 8-916-044-63-33 (cell, when calling from within Russia)
E-mail: yuriandvaleria@gmail.com
- **Movet Veterinary Clinic - Have English-speaking vets**
Ulitsa Vasilisiiy Kozhinoy d.23, Metro Filyovskiy Park
Tel.: (499) 142-01-04, (499) 142-01-05
E-mail: info@movet.ru
<http://www.movet.ru>
- **Tsentr Veterinary Clinic**
Tsvetnoy Bulvar d.11, Building 1
Metro Tsvetnoy Bulvar
Tel.: (495) 621-63-76, (495) 621-65-65
<http://www.vetcentr.ru>

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.***

USEFUL LINKS

COMMUNITY FACEBOOK GROUPS

Moscow International Friends:

https://www.facebook.com/groups/MoscowInternationalFriends/?ref=br_rs

Moscow English event: https://www.facebook.com/groups/mecfam/?ref=br_rs

Moscow Expatriates: https://www.facebook.com/groups/728702693854153/?ref=br_rs

USEFUL TRANSLATIONS & PHRASES

BASIC WORDS, PHRASES AND QUESTIONS

English	Russian
Yes (formal)	Da
Yes (informal)	Da
No (formal)	Net
No (informal)	Nea
Hello (formal)	Zdravstvuyte
Hello (informal)	Privet
Good Bye (formal)	Do svidanya
Bye (informal)	Paka
Please	Pozhalusta
Thank You	Spasibo
Excuse Me	Izvinite menya
My name is...	Menya zovut
What's your name? (formal)	Kak vas zovut?
What's your name? (informal)	Kak tebya zovut?
Do you speak English? (formal)	Vy govorite po-angliyski?
Do you speak English? (informal)	Ti govorish po angliski?
I don't speak Russian	YA ne govoryu po ruski
How are you? (formal)	Kak pozhivayete?
How are you? (informal)	Kak dela?
Would you help me please?	Ne mogli by vy pomoch' mne, pozhaluysta?
What time is it?	Kotoryy chas?
How much does...cost?	Skol'ko stoit ...?
Where do I find...?	Gde ya mogu nayti ...?
Where are the bathrooms?	Gde zdes tualet?
Do you have...?	U tebya yest'...?

English	Russian
Where is...?	Gde...?
Could you please talk more slowly?	Ne mogli by vy govorit' pomedlenneye?
Could you repeat that, please?	Ne mogli by vy yeshche raz eto povtorit', pozhaluysta?

NUMBERS

English	Russian	English	Russian
one	odin	eleven	odinnadtsat'
two	dva	twelve	dvenadtsat'
three	tri	thirteen	trinadtsat'
four	chetyre	fourteen	chetyrnadtsat'
five	pyat'	fifteen	pyatnadtsat'
six	shest'	sixteen	shestnadtsat'
seven	sem'	seventeen	semnadtsat'
eight	vosem'	eighteen	vosemnadtsat'
nine	devyat'	nineteen	devyatnadtsat'
ten	desyat'	twenty	dvadtsat'

PHRASES FOR EMERGENCIES

English	Russian
Help!	Pomogite!
Police!	Politsiya!
Fire!	Pozhar!
Get a doctor!	Vyzovite vracha!
I am sick.	YA boleyu.

ORDERING IN A RESTAURANT

English	Russian
The menu, please.	Menyu, pozhaluysta.
Do you have a menu in English?	U vas yest' menyu na angliyskom?

English	Russian
I'd like....	Mne by khotelos'...?
Could you recommend something?	Ne mogli by vy porekomendovat' chtonibud'?
Another (beer) please.	Yeshche (piva), pozhaluysta.
The check, please.	Schet, pozhaluysta.
A receipt, please.	Kvitantsiya, pozhaluysta.
Breakfast	Zavtrak
Lunch	Obed
Dinner	Uzhin

HOUSE HUNTING

English	Russian
House	zhiloy dom
Apartment	kvartira
Rooms	komnata
Bedrooms	spal'ni
Living Room	gostinnaya
Kitchen	kukhnya
Dining Room	stolovaya
Rent	arendnaya plata
Utilities	kommunal'nyye uslugi
Parking	stoyanka