



House Hunting Trip (HHT)

Vyskov, Czech Republic

Military Family Services Europe – Riga & Remote

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GREETINGS FROM YOUR MFS(E) TEAM

Welcome to Europe! This guide has been written with the intention of providing you with useful information that you can use during your Home Hunting Trip (HHT), your Destination Inspection Trip (DIT), when preparing for your move, or shortly after your arrival. Essentially, it contains all the information we would have liked to know earlier or find useful to know on our first move out of Canada.

For any additional questions, remember that you can always contact the MFS(E) Center of your new location.

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MOVING AROUND IN THE GUIDE

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

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

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

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

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

You can contact us at:

Tel: +371 (0) 231 16 869

E-mail: MFSE.RigaRemote@cfmws.com

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

OVERVIEW OF VYSKOV

MAPS



OVERVIEW

The Czech Republic is situated approximately in the geographical center of Europe, in the heart of Europe. It is a landlocked country, sometimes called „bridge between the west and the east“. It shares borders with Germany (810 km), Poland (762 km), Slovakia (265 km) and Austria (466 km).

Prague is the capital of the Czech Republic. Prague is the heart of Bohemia and historical centre of the Czech state.

Brno is the second largest city in the Czech Republic, located 33 km east of Vyškov.

CLIMATE

The Czech Republic is located on the borderline between two great climatic regimes, the oceanic and the continental. The weather consequently tends to be fairly variable in different regions. The normal summer temperature varies between 23°C (73°F) and 30°C (84°F). The normal winter temperature varies between -11°C (12°F) and 0°C (32°F).

LANGUAGES

Its official language is Czech, spoken by 96 % of the population. Other languages spoken are Slovak, Polish and Russian. Foreign visitors can make themselves understood in English in Brno city, not necessarily in Vyškov.

The official language at all authorities in the Czech Republic is Czech. All documents and papers in a foreign language must be submitted to authorities in their original and at the same time in an authorized translation into Czech unless the administration authority specifies such a translation is not necessary.

The ability to speak and understand the language of the host country ensures that your posting in Europe is as rewarding as possible. It facilitates daily life like grocery shopping and banking. It is also easier to make connections and ensure that your cultural experiences are more enriching.

Rosetta Stone is the best language training program in the world. We offer licenses for the Rosetta Stone software for military spouses of the Canadian Armed Forces. If you are interested in language training in the host nation language, contact the Programs, Employment, Education and Training Coordinator for Military Family Services Europe at: MFSE.EmploymentEducationTraining@cfmws.com

CULTURAL NUANCES, ETIQUETTE AND TRADITIONS

When communicating with others, a person is expected to do so in a polite, non-confrontational and considerate manner (It is customary to give the chance to participate to all of the people involved in a discussion and to listen to all opinions – even those to which we are opposed and to which we should not respond impulsively). Czech people are not usually loud or unduly boisterous in public.

A woman is an equal partner in a conversation. Native speakers will usually appreciate foreigners speaking (or trying to speak) Czech.

When attending business meetings, you should arrive on time; the time set for an appointment or meeting should be adhered to and any changes should be announced in advance and be accompanied by an apology. It is considered impolite to be more than 15 minutes late.

The Czech observe certain rituals when having their meals. They wish others to enjoy their meal – in Czech *dobrou chuť*. Eating does not start until everyone is seated at the table. In the Czech society, men and women sit at the table together.

The most significant customs and traditions associated with two main Christian holidays – Christmas and Easter, and traditions associated with weddings.

HOLIDAYS IN CZECH REPUBLIC

Holiday	Date
Restoration Day of the Independent Czech State & New Year's Day	1 January
Easter, including Monday	March – April
Labor Day	1 May
Liberation Day (1945)	8 May
Saints Cyril and Methodius Day	5 July
Jan Hus Day (1914)	6 July
Czech Statehood Day	28 September
Independent Czechoslovak State Day (1918)	28 October
Student Struggle for Freedom and Democracy Day (1989)	17 November
Christmas	24 - 26 December

BEFORE YOU LEAVE

WHAT TO BRING

- Passport, Visa, Military ID
- Travel Orders
- Driving Licence & International Driving Licence
- Health Card
- Long form of Birth Certificate
- Marriage Certificate
- Power of Attorney
- Custody Documents
- Children Vaccination & Immunization Records
- Last 2-3 years of School Report Cards
- Country Adaptor/Converter
- Phone, Tablet, Laptop Chargers
- Medication (Prescriptions)
- Extra Cash in new Currency (In case you have issues with Credit Cards)
- Width of your vehicle at its widest point with the mirrors folded in as the width of the garage entrance may be an issue. Be mindful of this measurement, as streets and parking spaces in Europe are narrower than those in Canada.
- Digital camera or use your cell phone. It is very helpful to take some pictures of the houses for comparison purposes to other homes. Please note: If you decide to take pictures, make sure to have the tenant's/landlord's permission prior. Some people might not be comfortable with having their private belongings photographed.
- Measuring tape

EMERGENCY INFORMATION

PUBLIC SAFETY AND SECURITY

Should you have an issue where the local police have been contacted, please inform the CFSU(E)MP Det. If you experience a break and entry to your home or car, it is important to contact local police and then the CFSU(E) MP Det shortly after.

Here is the link to the Government of Canada’s Emergency Assistance info, outside of Canada: <https://travel.gc.ca/assistance/emergency-assistance>

EMERGENCY CONTACTS

Rescue Services	112
Embassy of Canada	+420 272 101 800
Chaplain	+39 345 080 5673
CFSU(E) Duty Officer (Germany)	+49 (0) 1725 345 900
CFSU(E) Licensing Office (Germany)	+49 (0) 2451 717 127
CFSU(E) Housing Officer (Germany)	+49 (0) 2451 717 157 or 120
CFSU(E) Military Police (Germany)	+49 (0) 2451 717 142

PADRES

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

<p>Maj Jean-Guy Morin Located in Casteau</p> <p>Responsible for Belgium, France, Germany, Netherlands & Poland.</p> <p>jean-guy.morin@forces.gc.ca +32 (0) 65 44 6179</p>	<p>Lt(N) Lesley Fox Located in London</p> <p>Responsible for Estonia, Finland, Latvia, Lithuania, Norway, Russia, Sweden, Switzerland & UK.</p> <p>lesley.fox@forces.gc.ca +44 (0) 1895 613 022</p>	<p>Capt Gerson Flor Located in Naples</p> <p>Responsible for Austria, Greece, Italy, Portugal, Romania, Serbia, Spain, Turkey & Ukraine.</p> <p>gerson.flor@forces.gc.ca +39 345 080 5673</p>
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HOSPITALS

The Czech Republic as a whole has some of the best health indicators worldwide, however, equity and access to care varies depending on location. In larger cities such as Prague and Brno, healthcare meets Canadian standards, but the infrastructure of the facilities are not what one is used to in Canada. Most are older historical buildings and are not modernized.

For the most part, doctors in these areas will speak some English. In smaller towns like Vyškov accessing specialists and English-speaking doctors will pose a challenge.

Emergency Rooms The Czech Republic's emergency treatment will not be denied to anyone in need. Following the use of emergency services, military members are to contact the CF H Svcs C (O) Det GK Clinic to inform a Health Care Provider and to obtain sick leave or medical employment limitations if required.

The recommended emergency rooms for Canadians to access are:

Brno:

The military hospital is a public hospital that offers 24/7 emergency services. The JCBRN Defence COE has signed a Technical Arrangement with this facility. This hospital offers an array of specialist services with the exception of gynecology and pediatrics. Services are provided to both military and civilian and priority of care is based on patient's health condition. When accessing care from this facility, be prepared to pay for services as they are not willing to accept a Letter of Guarantee and are strong advocates for purchasing Czech Republic health insurance. They claim that all their doctors speak English.

Vojenska nemocnice Brno (The Military Hospital)

Zabrdovicka 3/3, Brno, 615 00

Phone number: +420 973 4-1 111

Website: <http://www.vnbrno.cz>

Vyškov:

The public hospital in Vyškov is the closest 24/7 emergency hospital to the base. This hospital offers a full complement of specialist services, however, getting services in English will pose a challenge. When accessing care from this facility, be prepared to pay for services as they are not willing to accept a Letter of Guarantee.

Nemocnice Vyškov

Purkynova 36, Vyškov, 682 01

Phone number: +420 517 315 111

Website: <http://www.nemvy.cz>

Canadian Medical Clinic CFSU(E)

Building B14, Selfkant-Kaserne,

Quimperléstrasse 100, 52511 Geilenkirchen

Tel: +49 (0) 2451 717 301

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.

A.A. MEETINGS

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

Communications

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 –

+420 - 25 - 343 80 - 14 +420 (25) 343 80 - 14 00420 (0) 25 343 80 - 14
(025) 343 80 - 14 025 / 343 80 - 14 025 343 80 14

The “+420” at the start is the exit code and country code. The “25” is the 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).

So, when dialing within the country you’re in, you do not need the exit code and country code (+420).

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 CZECH REPUBLIC

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 CZECH REPUBLIC

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

00 - 1 - area code - seven-digit number

CALLING CZECH REPUBLIC FROM CANADA

The exit code in Canada is “011”

011-420-1895-123-456

SOME COUNTRY CODES

Austria.....43	France..... 33	Spain 34
United Kingdom44	Belgium..... 32	Switzerland 41
Czech Republic.....420	Latvia 371	Turkey..... 90
Estonia372	Netherlands 31	Germany 49

SUMMARY

To dial a number within Czech Republic	25 1234567
To dial a Czech number from elsewhere in Europe	+420 25 1234567
	or 00 420 25 1234567
To dial a number outside Czech Republic	+420 121 1234567
	or 00 420 121 1234567
To dial Canada from Czech Republic	00 1 613 5551234
To dial Czech Republic from Canada	011 420 25 1234567

TOLL FREE AND CHARGES FOR CALLS

0800

0800 and 0808 are the dialing prefix for Toll Free Calls in Czech Republic

0900 and 0180 calls

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

INTERNET/MOBILE PHONE

Internet in the Czech Republic and Internet access are largely provided by the private sector and is available in a variety of forms, using a variety of technologies, at a wide range of speeds and costs.

The largest provider of Internet in the Czech Republic is UPC. They have the most competitive prices and fastest connection.

Other internet providers in Czech Republic: Vodafone, T-mobile, Netbox.

SIM CARDS

Most Canadians will use a mobile phone while in Europe. If your Canadian mobile works on a GSM network, you will be able to use it.

A CRTC law bans cellphone unlocking fees and orders that all new devices be unlocked. Canadians no longer have to pay to have their cellphones unlocked. When your phone is unlocked you will be able to use it with any mobile company simply by switching the SIM card in the back.

Make sure to unlock the phone before moving as the provider might not be able to assist once the account is closed.

VOICE OVER INTERNET PROTOCOL (VOIP)

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.

WHATSAPP

WhatsApp Messenger, or simply WhatsApp, is an American freeware, cross-platform messaging and Voice over IP (VoIP) service owned by Facebook, Inc. It allows users to send text messages and voice messages, make voice and video calls, and share images, documents, user locations, and other media over the internet for free, rather than using your mobile network which costs you money.

WhatsApp is a free app for iPhones, Android smartphones, Windows Phone and Mac laptops and Windows PC.

ON THE ROAD

GENERAL

Traffic can be unpredictable. It is always best to be on the side of caution and drive defensively. Like anywhere, rush hours can be busy, and there are some aggressive drivers.

On the highways, unless passing cars, you should remain in the right lane as faster cars do not expect to slow down for other cars. Overly aggressive drivers will tail gate and flash lights to achieve the right of way.

CAF members and their dependents should become familiar with the rules of the road, including alcohol limits. Many places in Europe may pull you over for speeding and force the person to pay the ticket on the spot and give the option to fight the ticket in court at a later date. This is common practice, being an EXPAT will not preclude you from this practice.

In the Czech Republic particularly, the practice is to issue a ticket road side, if the person chooses to contest the ticket, he or she will be responsible for a higher fine and administration fees if found guilty in court.

If traffic violations are caught by camera the ticket will be mailed to your home.

DRIVER'S LICENCE

Canadian driver's licenses are not accepted in the Czech Republic. Every person driving a motor vehicle in the Czech Republic has to carry either a Czech national driver's license or an international driver's license accepted in the Czech Republic. Driver licenses issued by provinces of Canada are not accepted in the Czech Republic.

A foreigner staying in the Czech Republic on the basis of permanent or long-term residence permit is obliged to replace his national driver's license for Czech driver's license within three months from the day the residence permit was originally granted. No driving test will be required.

The CAF member and their dependents are authorized to have their personal motor vehicle imported to the Czech Republic. An inspection (safety) will be required prior to licensing with the local authorities. Once the vehicle has passed the inspection and has insurance, the vehicle will be registered with a local Czech Republic plate.

It is recommended that you obtain an International Driving Permit (IDP) prior to your arrival at your new post. Those can be used and will be requested when you travel to other countries and you wish to rent a car. IDP can be obtained through CAA at your own cost.

<http://www.caaneo.on.ca/travel/you-go/international-driving-permit>.

PARKING

Vehicles may be parked only on the right hand side of the road, parallel with the kerb. In a one way street, parking is also allowed on the left.

Stopping and parking are prohibited in all places where visibility is poor or where the vehicle could cause an obstruction, and in particular: on a bridge within 5 metres of an intersection, pedestrian crossing, a bus or tram stop.

Continuous yellow lines along the carriageway indicate parking prohibitions; broken yellow lines indicate restrictions.

An unattended vehicle not illuminated by a street light should carry a parking light which is visible from the front and from the rear. The light must be within 40cm of the offside of the vehicle.

TOLLS & CONGESTION CHARGES

To access a number of Czech highways, you must buy a sticker which you can get at almost every gas station, post office or when crossing borders. The sticker is called "Dálniční známka".

There are 3 different stickers available:

Annual (A): 14 months (valid from the 1st of December of the previous year until the 31st of January of the following one). 1,500 CZK

Monthly (M): 440 CZK

10-day (D): 10 days from the day marked on the sticker. 310 CZK

Note that the sticker is valid for vehicles not exceeding 3.5 tonnes. For motorbikes, highways are free of charge.

Fill in the registration number of your vehicle legibly in the sections indicated on both parts of the sticker. The proof of payment issued when purchasing the sticker must be kept when driving.

The sticker must be placed at the bottom right of the windscreen and can be used for 1 vehicle only.

SPEEDING CAMERAS

A lot of radars are placed along the roads and if a driver is over speeding they fine them on the spot. Be aware that the Czech policemen are very strict and do not like arguing.

The Czech Republic is one of the countries where the penalty point system of driving has been introduced. You have a maximum of 12 points and in case that all of these points are

taken from you, you are forbidden to drive in Czech Republic for one year. For moderate speeding, which means up to 20 km/h in town and 30 km/h outside the town, the fine is usually between CZK 500 – 2,000. However, for a rough infringement of the laws the policeman can fine you up to CZK 5,000.

IF INVOLVED IN A CAR ACCIDENT

If you happen to have an accident which does not exceed claims of CZK 50,000 and nobody is hurt, you can set the compensation with the participants by a mutual agreement. If this is not the case, you have to call the police who will then write a police report with you.

CAR RENTAL

There are a number of places to rent a car in Vyškov:

- *LP Car, s.r.o.:* <https://lp-car-sro.business.site>
- *AUTOSKLO HLEĎA* <http://www.autopujcovna-hleda.cz>
- *Using Expedia:* <https://www.expedia.com/Car-Rentals-In-Vyskov.d6133796.Car-Rental-Guide>

PUBLIC TRANSIT

The municipal transport varies according to city size and the local situation. It includes primarily transport by bus, tram, trolleybus or subway (only Prague has a subway). It is necessary to pay transport fees also for transport of dogs and luggage (make sure to check the requirements and fees for luggage, pets for the means of transportation you have chosen). Payment of the transport fee is checked by ticket controllers and failure to pay the fee is penalized with a high fine.

More detailed information about the transport fees and schedules may be obtained in person, via telephone or on the internet website of the individual public transport companies.

In some cities in the Czech Republic, the transport is integrated which means that tickets for the applicable zone designed for city transport may also be used for suburban transport in the outlined area of the cities and between them. In integrated transport systems, the individual transport types (bus, train, etc.) cooperate and form a network of interwoven lines with a unified tariff, transport conditions and regular intervals between the lines.

TAXIS

Use only officially marked taxis, such as AAA Radiotaxi, cititaxi or Profitaxi (note that taxis marked AAA Taxi charge excessive prices) and whenever possible, call for a taxi instead of hailing one on the street.

TRAIN

Rail transport in the Czech Republic is provided mainly by the company Czech Railways (České dráhy) (<http://www.cd.cz>). Apart from the basic transport fees, this transport provider offers a wide range of discounts available to a wide range of passengers within its tariff system. Personal transport is also provided by other private transport companies that assert their tariffs on selected tracks.

Connections within railway, bus or municipal public transport is available on the website <http://www.idos.cz> This website allows searching connections in every type of transport separately or combined and therefore find an optimum connection.

The main train company in Czech Republic is české dráhy. They offer a lot of internal and external destination. You can consult their website here: <https://www.cd.cz/en/>

BUS

The airport is easily accessible from the city center by bus line 76, departing from the Central station, or by night bus line 98, and also by cab available 24 hours. It takes 20 minutes.

Intercity bus transport is provided by a wide range of transport providers in the Czech Republic. Each of these providers has their own tariff system that offers single tickets as well as prepaid passes.

Similarly, as public transport companies, most bus transport providers offer discounts for certain passenger groups (e.g. to students, disabled people, seniors, children up to a certain age, etc.).

More information on the amount of transport fees, discounts, transport conditions and schedules is available e.g. on the website <http://www.idos.cz>, in information centres or at bigger bus stations (e.g. Central Bus Station Florenc Prague, CBS Zvonařka Brno, CBS Ostrava, apod.).

HOUSING

LOCATION

Joint Chemical, Biological, Radiological and Nuclear Defence Centre of excellence (JCBRN Defence COE) in Vyskov.

Víta Nejedlého
682 01 Vyškov, Czech Republic
Phone: +420 973 452 805
E-mail: postbox@jcbrncoe.org



SUPPORT

It is suggested to plan your HHT for a full week (Monday to Friday). Plan to arrive at location on a Saturday or Sunday to rest and get acquainted with the area.

JCBRN does not have a Housing section. However, the unit (POC is WO Ilona Dvorackova) will provide a sponsor to the member on HHT who will guide members through the accommodation finding processes. Negotiations with landlords / real estate agents can be done by the sponsor, and leases will be drafted by CFSU(E) GK.

Housing Officer in Germany: +49 (0) 2451 717 157

GENERAL

Finding a flat may be difficult. There is no shortage of flats in CZ, but most are very small and most are furnished.

The recommended areas of living are Brno, Vyškov, Olomouk and the smaller cities in-between. The recommended locations can be reached within 15 - 60 mins commute one way, depending on the location and on the traffic situation.

Floor space of the accommodations varies from approx. 80 to 200 square meters (sqm) and above. If mbr requires 150 sq meters or larger, and it is wanted it unfurnished, it'll be hard-pressed to find anything outside of Prague (Prague is 3 1/2 hours away from Vyškov).

It should be noted that sqm listed by landlords and agents may include areas that are not considered living space. If the listed sqm exceed size entitlement, it is essential that a floor plan with exact measurements for each space be provided to the CFSU (E) Housing Officer at in order to confirm size eligibility and before the signing of the lease can be approved.

The windows don't always have bug screens, but they are available and it's best to ask your landlord to have them installed while you are negotiating your lease agreement. If by chance this step was missed, you can buy screen kits and stick the screens to your window frame with a Velcro strip that's included in the kit.

CANADIAN FORCES SUPPORT UNIT EUROPE (CFSU(E))

CFSU(E) support element in Niederheid, Germany would be the contact for various administrative support requirements.

CFSU(E) Niederheid

Quimperléstrasse 100
Selfkant Kaserne
52511 Geilenkirchen
Germany

CFSU(E) Duty Officer	+49 (0) 1725 345 900
Military Police	+49 (0) 2451 717 142
Admin O	+49 (0) 2451 717 229
Orderly Room CFSU(E)	+CFSUEOR@forces.gc.ca
CFSU(E) Supply	+CFSUESUPPLY@forces.gc.ca
AJAG Europe	+49 (0) 2451 717 170 AJAG.Europe@forces.gc.ca

MFSE CENTER

Your MFS(E) Centre is located in Riga, Latvia, and serves local families, and 16 other remote locations throughout Europe. The Centre offers Community Orientation & Information Sessions, Virtual Coffee Mornings, as well as Child and Youth group activities, Travel Forums, Virtual Book Club, French Coffee Mornings, and Employment Workshops are some programs that have been offered virtually.

Through participation in our virtual programs you may be able to connect with other CAF members and families throughout Europe.

APPLIANCES

You will find that your appliances around your house are often smaller than what you are accustomed to in Canada.

- *Often new families will need to buy some appliances for their home.*
- *Some families find their European fridge too small and prefer to buy a second one.*
- *North American pans do not always fit in your new oven.*
- *The washer and dryer are often much smaller and slower. This can pose problems for washing typical Canadian bedding. Many units have 2-in-1 machines that wash and dry in the same drum.*

BEDROOMS

Wardrobes

Most houses do not have closets or other cabinets for storage; instead, they often have wardrobes to store items.

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 must 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.

BASEMENTS

Almost all homes have no cellar or basement due to the extra cost of digging down further into the sub-soil and a requirement for much deeper foundations and waterproof tanking.

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 and 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 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 typically 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. To use electronics while in Europe, you will need to use a transformer. Transformers convert

UK / EU / US Toddler 30" x 55" 75 x 142cm	UK Single / US Twin 39" x 75" 90 x 190cm	EU Single 39" x 80" 90 x 200cm	UK Small Double or Three-Quarter 47" x 75" 120 x 190cm	EU Small Double 47" x 80" 120 x 200cm
UK Double / US Full 53" x 75" 135 x 190cm	EU Double 55" x 80" 140 x 200cm	UK King / US Queen 60" x 80" 150 x 200	EU King 63" x 80" 160 x 200cm	
UK Super King / EU Super King 70" x 80" 180 x 200cm	US King 76" x 80" 193 x 200cm	US California King 72" x 84" 182 x 213cm		

◆ COTTON PATCH

the local electricity to 110V 60Hz, so you can 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 - 240V", which means that it can be used with any voltage within that range, including the 110V standard in Canada or the 220-230V standard in much of Europe. All you will need is a plug adaptor.



On this next label, you can see that this coffee maker is **NOT** dual voltage. It lists simply "120V". Other items may say "110V" - 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 do not 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 is not on the label, you can multiply the voltage of the item by the number of amperes (amps). For example, if the information on an item says 110V 60Hz 1A, you would multiple 110 (voltage) by 1 (amps) to get 110 watts.

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

- 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.

BANKING

BANKING IN CZECH REPUBLIC

As mentioned above, the Czech Republic hosts several national and international banks. You can thus choose from the following: Ceska Sporitelna, Commerzbank, Deutsche Bank, GE Capital Bank, KB Komerčni Banka, Raiffeisenbank, and others.

The majority of services provided by the Czech banks are paid. Thus, anything from obtaining a debit card to ATM withdrawals will typically incur a fee.

OPEN A BANK ACCOUNT

To open a bank account, a Canadian passport is required. Some banks also require proof that CAF member will be working with JCBRN COE. A respective official letter / certificate - signed and stamped - will be required from JCBRN COE.

A member may only be able to open a bank account when arriving at Post. It is recommended to open a bank account with a bank which maintains branches and / or ATM (Bankomat) in many cities in the Czech Republic.

The following banks are well known and reputable banks to operate with and some also offer an insurance package (car and house). Often there will be no associated fees if a certain amount is transferred each month to this bank account. Accounts can be in EURO and/or in Czech Krona.

- *CESKA SPORITELNA. a.s. (bank). Tel.: +420 956 752 240*
- *KOMERCNI BANKA. a.s. (bank) .Tel +420 955 584 521*
- *CESKOSLOVENSKA OBCHODNI BANKA, a.s. (bank) Tel.: +420 517 317 411*
- *GE MONEY BANK, a.s. (bank) Tel. +420 517 321 153*
- *UNICREDIT BANK, Tel. +420 955 959 889*

EUROPEAN BANK ACCOUNTS

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.

EDUCATION

CHILDREN'S EDUCATION MANAGEMENT (CEM)

CEM EUROPE

CEM Europe's Role is to manage the education compensation and benefits programs. CEM compensation and benefits program consists of the management of Departmental Foreign Service Education Allowances and related care allowances, such as Family Reunion Travel, Education, Post-Secondary Shelter allowance, Special education on behalf of dependent children of CAF members.

For queries with CEM Europe or assistance with your allowances and claims, please contact the team at P-SFK.76ECEM@forces.gc.ca

Please visit this link for [CEM EUROPE](#) information on educational screening, Foreign Service Directive (FSD) and Education Allowance Forms.

CEM CANADA

Children's Education Management (CEM) Canada, located in Ottawa, now offers Guidance Counselling Services to all CAF families serving outside Canada. This includes : secondary curriculum review, distance learning courses prescribed for courses required for graduation, post-secondary education guidance services, liaise with guidance counsellor at post if required, review of curriculum differences among provinces/territories, advice on possible required subjects.

CEM Canada Contacts are:

Andrea Smith (A-K) Andrea.Smith2@forces.gc.ca

Alisa Hanrahan (L-Z) Alisa.Hanrahan@forces.gc.ca

Understanding and applying Children's Education Management policies can be complex. Both CEM Europe and CEM Canada will likely be involved in your children's education journey. Click [HERE](#) for more information.

To speak about your educational options, it is advisable to make contact with a guidance counselor and to discuss your children's educational options as soon as you receive your posting message.

CHILDCARE

** Sorry, this section is under development **

RESOURCES

MFS(E) WEBSITE

www.cafconnection.ca/Europe/Home.aspx

MFS(E) FACEBOOK PAGE

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

MFS(E) YOUTUBE CHANNEL

www.youtube.com/channel/UCbQXCBqcVYvLZhDj0a37h8Q

CAF CONNECTION WEBSITE

www.cafconnection.ca/National/Home.aspx

MY VOICE/MA VOIX

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. You can find out more at: www.facebook.com/groups/MyVoiceMaVoix/

FAMILY INFORMATION LINE

The Family Information Line (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. You can find out more at: www.cafconnection.ca/National/Stay-Connected/Family-Information-Line.aspx

THE CFSU(E) FACEBOOK GROUP

The CFSU(E) Facebook page is by invitation, contact your Detachment's Orderly Room.

TRAVEL ADVISORIES

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