

# Welcome to Milan



Military Family Services Europe/MFS(E)

[www.cafconnection.ca](http://www.cafconnection.ca)

<https://www.cafconnection.ca/Europe>

**MFSP**  
MILITARY FAMILY  
SERVICES PROGRAM  
EUROPE



**PSFM**  
PROGRAMME DES SERVICES  
AUX FAMILLES DES MILITAIRES  
EUROPE

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# CANADIAN FORCES FAMILY COVENANT

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

The Military Family Services Europe office in Naples is responsible for supporting families in Milan:

**Villa Maple Leaf  
Parco Nocera  
Via Madonna del Pantano, 37  
Lago Patria, (NA)  
80014**

GPS: N40.926826 E14.054540

## **Phone Numbers**

MFS(E) 081 509 9575

MFS(E) email: [mfse.naples@cfmws.com](mailto:mfse.naples@cfmws.com)

Manager: Kate McAllister

E-mail: [McAllister.Kate@cfmws.com](mailto:McAllister.Kate@cfmws.com)

*www.CAFconnection.ca*

PSP 49(0)2451 717 173

PSP email: [PSP.Europe@cfmws.com](mailto:PSP.Europe@cfmws.com)

## Welcome to Italy!

Your posting to Italy may be one of the most memorable postings you'll experience with the Canadian Armed Forces. Your experience will come from a combination of your outlook on life, your specific location and your family dynamics. While some revel in relaxed weekends roaming the infinite footpaths, others enjoy 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 informational mailings. This may be different than what you are used to in Canada, but support is very much available to you, and we await your arrival with anticipation.

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

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 CAF families better.

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 to keep up to date on upcoming events and programs.

We wish you a pleasant posting and we look forward to meeting with you at any of our organized events or programs. Remember we, are only a phone call or email away.

MFS(E) Staff, Advisory Committee & Volunteers



## Some other helpful resources

### Feeling Social?

Like us on Facebook <https://www.facebook.com/MFSEurope/> to stay informed on programs & resources available to you.

Do you have something you would like to share? Please join the conversation #MyVoiceMaVoix <https://www.facebook.com/groups/MyVoiceMaVoix/>

### Canadian Armed Forces Morale and Welfare Services

<https://www.cfmws.com/Pages/splash.aspx>

### Employment Opportunities while in Europe

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

Did you know that we have a **YouTube channel**? Check us out and listen to some helpful information sessions!

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

# MAPS

## Italy

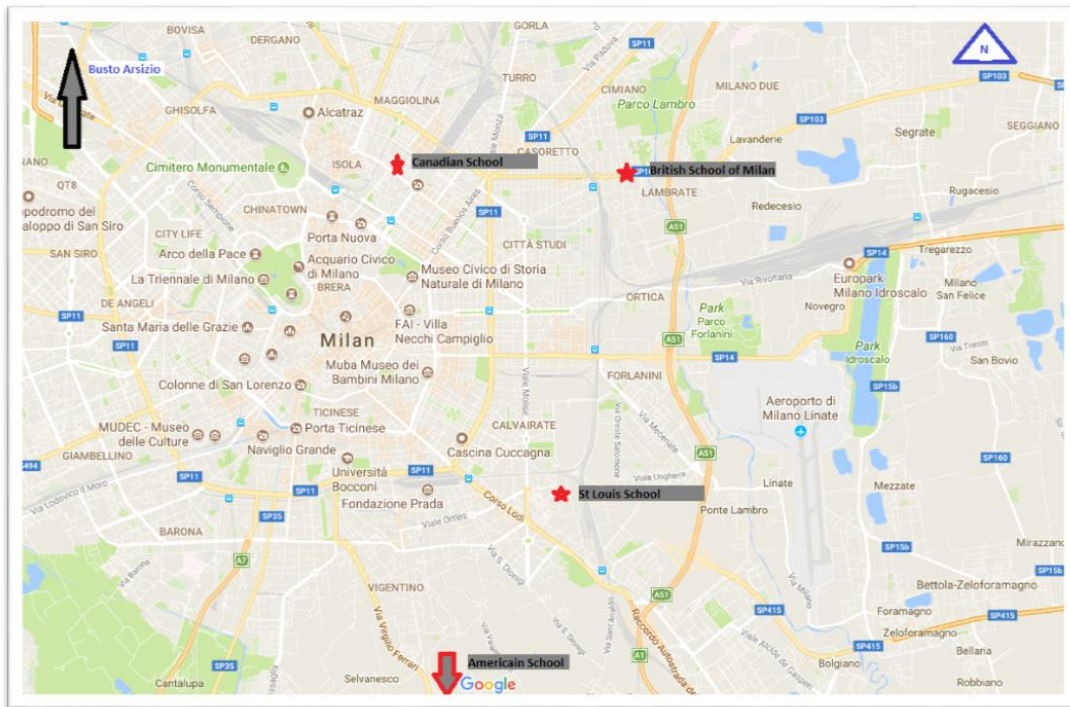
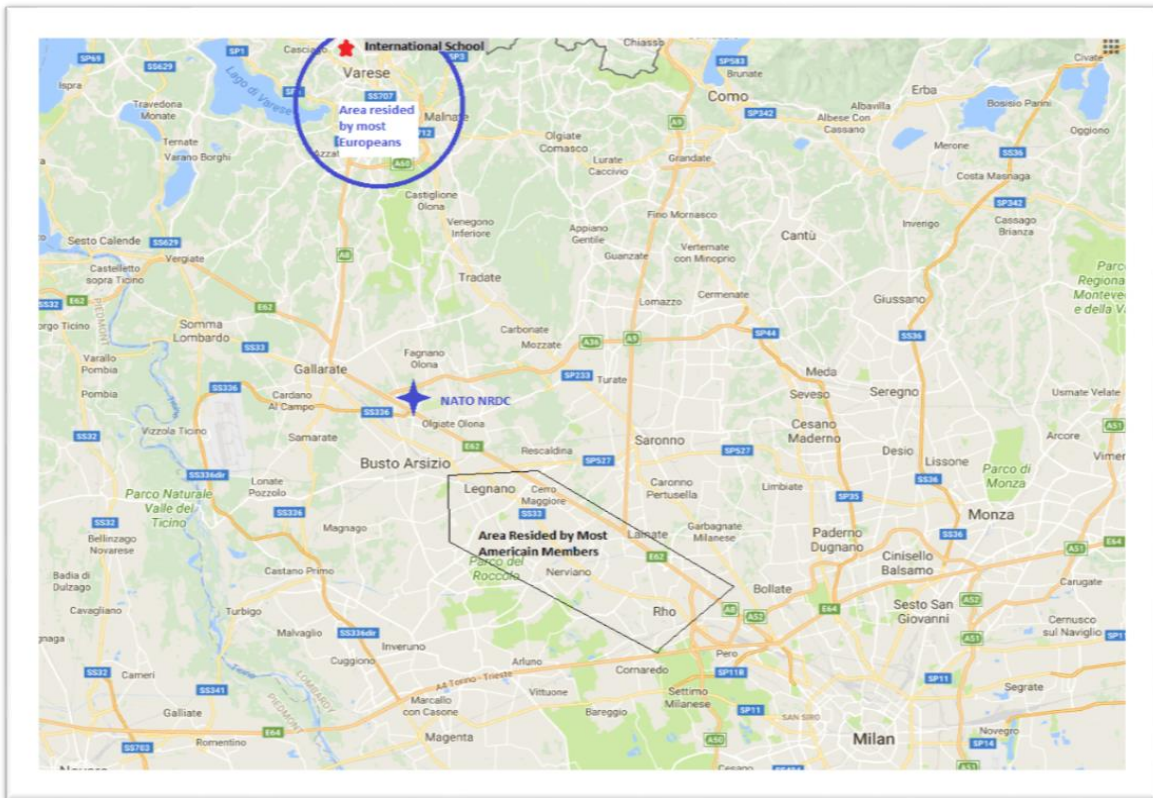


# Province of Varese





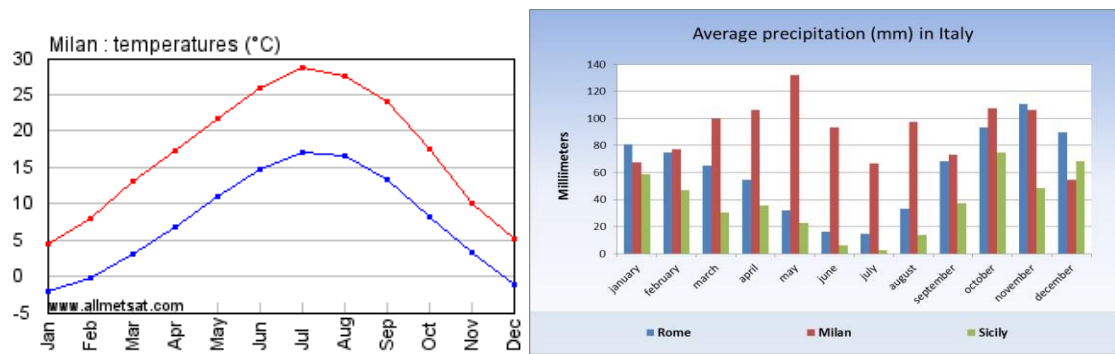
# Milano and the surroundings





# OVERVIEW OF LOMBARDY, ITALY

Bordering Switzerland at its northern end, Lombardy is one of the biggest regions of Italy and by far the most heavily populated. Prosperity and a good standard of living have attracted many migrants into Lombardy from the south of Italy, as well as from all over Europe and beyond. This puts a strain on the housing market and makes for some pretty dreadful traffic jams in the big conurbations, but don't be put off! Lombardy has a huge amount to offer. In terms of history and culture, the cities and towns of Lombardy provide an absolute feast. You've also got great shopping in Milan, world-famous racing-driving in Monza, and easy access to the mountains and a choice of fabulous lakes. Northern Italy has a continental climate similar to its neighbors north of the Alps. Winters are cold and rain falls in the spring. Summer tends to be hot and humid.



## Varese

Varese is a city in north-western Lombardy, northern Italy, 55 km north of Milan, not far away from the NRDC Barracks (20 km). It is the capital of the Province of Varese. Varese offers a cozy city centre, stunning views of the namesake lake and the Alps and plenty of opportunity for outdoor and indoor activities.

## Milan

Milan is considered a leading global city with strengths in the arts, commerce, design, education, entertainment, fashion, finance, healthcare, media, services, research, and tourism. The city is one of the wealthiest in the world. Its region's 2016 GDP of €662 Billion (US \$780 Billion) is bigger than the world's 18th richest country, the Netherlands, and twice as rich as Massachusetts State. In terms of GDP, it has the third largest economy among European cities and the wealthiest among European non-capital cities. Milan is considered part of the Blue Banana and one of the 'Four Motors for Europe'.

## What to see and do in Lombardy

### Enjoy the mountains

If you're living in Lombardy, you're well located to enjoy many of the best Italian ski resorts, so this can be great for days out in the winter. For walking and communing with nature, the Stelvio National Park, straddling Lombardy and Trentino-Alto Adige, is a wonderful area to explore. If you're a semi-serious hiker, we recommend you check out the mountains at Mandello del Lario, on Lake Como.

Lombardy is famous for its abundance of beautiful lakes:

- Lake Garda, lying between Trentino-Alto Adige, Veneto and Lombardy, is the largest lake in Italy;
- Lake Maggiore, between Lombardy and Piemonte, is Italy's second largest lake;
- Lake Como is the third largest lake in Italy.

### Explore Milan

Milan is an intelligent, dynamic, high-achieving city with a great deal of cultural activity and a huge mixture of interesting people. Although Rome is officially the nation's capital, as Washington DC is of the USA, Milan is the equivalent of New York. Some of the highlights of Milan are:

- The *Duomo*. This is one of the largest cathedrals in the world with an absolutely stunning centerpiece to the city. For a price, you can climb up to the roof, from where the view is fantastic.
- The *Galleria Vittorio Emmanuele II*. This elegant arcade of shops and restaurants is named after the first king of the united Italy. It's expensive and touristy and we wouldn't recommend buying anything there but it's integral to Milan's character and you have to see it. Since it opens on the *Piazza del Duomo*, this is easy to arrange;
- The *Castello Sforzesco*, the enormous 14th-century castle named after Francesco Sforza, who transformed it into a ducal residence in 1450;
- The *San Siro* football stadium, home to AC Milan and FC Inter;
- The *opera* house and world-class centre of culture *La Scala*;
- The *Navigli*, the canals that connect Milan to the nearby rivers and lakes. The district of the city known as Navigli is a cool part of town;
- Leonardo da Vinci's painting *Il Cenacolo* (The Last Supper), at the church of *Santa Maria delle Grazie*. Leonardo da Vinci worked in Milan for many years, in the late 15th century, and left a lasting legacy in the Castello, the Duomo and the navigli, as well as his art. You can find out more on these two websites:
- *Leonardo da Vinci in Milan* (in English); or *Leonardo a Milano* (in Italian).

## **Explore the other cities and towns**

There are many other cities and towns in Lombardy that are worth visiting. They include:

- Bergamo; The city is divided into the modern Bergamo Bassa (lower Bergamo) and the historic Bergamo Alta. The latter is far more beautiful and interesting than the former and we recommend you head straight there;
- Pavia, a university town with a famous old monastery, the Certosa; and
- Como.

## **General information**

Italy is a member of the European Union and uses the Euro as its currency. However, despite this, it is widely accepted that the cost of living in Italy is higher than many other countries in the EU. Expatriates will find that their living costs will vary according to the area of Italy within which they live. The standard of living is generally much higher in the cities in the north of the country when compared with those in the south. Milan, Italy's most expensive city, was named as the 38th most expensive city in the world in the 2012 Mercer cost of living survey, a drop of 13 places from the previous year. Rome was named as the 42nd most expensive city in the world to live, dropping 8 places from the previous year.

The areas surrounding Lombardy and Milan provinces are beautiful and offer a full range of activities. The area provides lots of possibilities for children and adults. The cultural life is very rich throughout Italy. NRDC-ITA is truly a unique experience offering your family the time to enjoy the Italian experience.

## **Public holidays (12 days)**

- 1st Jan: New Year`s Day;
- 6<sup>th</sup> Jan: Epiphany;
- Monday after Easter: Easter Monday;
- 25<sup>th</sup> Apr: Liberation Day;
- 1<sup>st</sup> May: International Workers`Day;
- 2<sup>nd</sup> Jun: Italian Republic Day;
- 26<sup>th</sup> Jul: Saint Anna;
- 15<sup>th</sup> Aug: Assumption Day;
- 1<sup>st</sup> Nov: All Saints`Day;
- 8<sup>th</sup> Dec: Immaculate Conception;
- 25th Dec: Christmas Day; and
- 26th Dec: Boxing Day.

## **Dining Out**

The Slow Food movement originated in Italy and it's no wonder because Italians enjoy good ingredients and savor them (over a 2-3 hour meal!) with friends and family. The evening meal is generally eaten much later than Canadians are accustomed to and many restaurants are closed between lunch and dinner.

### **Meals**

- Breakfast (“colazione”) pastry/drink at a café or bar;
- Lunch (“pausa pranzo”) 1200-1430; and
- Dinner (“cena”) 1900-2030.

### **Restaurants**

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

## **EMERGENCY INFORMATION**

### **Security (from Recce Report 2017)**

To date there has been nothing reported regarding any aggressive anti-government protests or actions in Milan or surrounding areas. The pattern of life in Italy as a whole is viewed as safe. Members of the military can be seen wearing uniform in public and this does not draw much attention.

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

Link : [Intranet.mil.ca/en/locations/outcan/Europe-formation-directive.page](http://Intranet.mil.ca/en/locations/outcan/Europe-formation-directive.page)

## **Emergency contacts**

Italy utilizes the 112-emergency number as most of Europe. Members should become familiar with the contact information for the police in their community and emergency numbers.

In Italy once you call 112 for an emergency you will be linked to a dispatcher who will direct your call to the specific emergency you are reporting. It is beneficial to learn the Italian phrases to indicate specific emergencies in the unfortunate event that you need to call 112.

If you require police assistance, local police service (Carabinieri) is your first option. Canadian Military Police can be contacted after. Italian Carabinieri are also available on the base for assistance when required.

### **Emergency Phone numbers**

- Police Help – 113
- Fire Department – 115
- ACI Roadside Assistance – 116
- Ambulance (Medical Emergency) – 118

## **Community**

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

Operations Security is always a serious matter and we never know who may be listening to our conversations. It is always smart to keep a low profile and not direct too much attention to yourself individually or as part of a group of Canadians. Be aware of the conversations you are having and if they might be of interest to someone attempting to collect intelligence or information about our whereabouts, operations and places that EXPATS gather. People will be very curious about why you are living there as there is not a large Canadian community. It is not advised to be open about why you are here or talk about CAF matters where your conversations can be overheard. This cannot be stressed enough, specifically regarding dependants.

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

Should you have an issue where the local police have been contacted, please inform the



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

## **TRANSPORTATION**

Milan has great public transport. Everything runs on time and even late-night buses, where everyone is clearly tipsy, are very orderly ([www.moovitapp.com/index/en-gb/public-transportation-Busto-Arsizio-Milano-e-Lombardia-efsite\\_4c937019332c3704a6a29064-223](http://www.moovitapp.com/index/en-gb/public-transportation-Busto-Arsizio-Milano-e-Lombardia-efsite_4c937019332c3704a6a29064-223)).

There is no public transportation near the barracks area in Solbiate Olona. The nearest train station is in Busto Arsizio. It is roughly 5km from the barracks. A military shuttle bus system is in place to pick up personnel at the train station in the morning.

A military shuttle bus system is also in place at fixed hours for commuters living in the main towns around Solbiate Olona. The bus departs from Milan in the morning and returns at the end of working day. It is possible to apply for these shuttle services through the division at the Brigade HQ. If you require this service, please contact the Family Support Centre on base.

### **Airport**

The nearest airport to NRDC is Milano Malpensa (15km), airport code MXP. The second nearest airport is Milano Linate (50 km.), airport code LIN.

### **Trains**

Check Italian train schedules and prices at:

- [www.italotreno.it/en](http://www.italotreno.it/en);
- [www.trenitalia.com/tcom-en](http://www.trenitalia.com/tcom-en); and
- [www.trainline.eu/train-times/milan-to-busto-arsizio](http://www.trainline.eu/train-times/milan-to-busto-arsizio).

Tickets may be purchased at the counter, kiosk, or online.

Make sure to validate the ticket before boarding and to board the correct train and class of car.

## **Telepass**

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

## **BASE DETAILS**

NRDC-ITA is a multinational Headquarters based in Solbiate Olona, in the Varese area, close to Milan. Italy is the framework nation providing approximately 70% of personnel, while the remaining 30% is made up of personnel from the other contributing nations. The multinational environment is the key factor that enables NRDC-ITA to operate successfully, including highly skilled military personnel coming from 15 contributing nations ([www.nrdc-ita.nato.int](http://www.nrdc-ita.nato.int)).

## **Housing**

NRDC does not have a Housing section. However, their Family Support Centre (FSC) has a wide number of estate agencies. These agencies are located in the vicinity of Solbiate Olona, and cover the whole Varese Province and Milan.

## **Base Internal Driving regulations**

Safety rules are crucial to ensure good order and discipline both within and outside the barracks;

- All personnel must observe the internal regulations concerning entrance, circulation and parking;
- Violation of the traffic regulations within Ugo MARA Barracks could be a potential serious risk for personnel safety and health;
- Speed limit violations are significant violations. All personnel must be aware of the speed limits especially in the proximity of the Kindergarten.
- Use of hand-held phones or similar devices whilst driving is considered a serious violation;
- Safety belts are mandatory within UMB as well as in accordance with national traffic regulations.
- Parking passes must be displayed clearly at all time within and outside reserved parking lots of Ugo MARA Barracks;

## **Family Support Centre (FSC)**

On base, you will find the FSC that supports the families of the NRDC-ITA deployed personnel.

FSC provides everyday life support to the families such as:

- Linguistic assistance: provided for all international NRDC-ITA personnel and their dependents;
- Tax Office: release of fiscal code card;
- Car pass renewal: Link with PASS OFFICE;
- Personal ID renewal and restitution: Link with PASS OFFICE;
- Tax free procedures: for a better understanding of the buying procedures and supporting their implementation;
- Housing insurance & bank problems: assistance in contacting insurance companies & banks in order to stipulate or modify contracts or define other bureaucratic details;
- Telephone and electric companies: assistance in different situations: when stipulation or modifying contract, during landline installation, etc.;
- Car repair shop and mechanic: assistance in finding contractors within the area in order to fix car problems;
- Medical issues: assistance in finding a physician within Varese area and suburbs in support of family requests for routine medical examinations;
- Kindergarten,
- Military lodge,
- Clubs,
- assistance in finding appropriate contractors within the area in order to fix house problems; and
- Assistance with domestic arrangements (housing, Italian legal documents, families, schooling, etc).

Working hours are from 8 a.m. until 4:30 p.m. After working hours, FSC can be contacted directly calling the duty cell phone.

FSC phone number: (+39 0331.346601- 46 - 04 - 91- 45)

Mobile phones: (+39 335.5957341 (Chief)) and (+39 335.1888725 (English speaker))

Emails:

[chieffsc@mwanrdcita.it](mailto:chieffsc@mwanrdcita.it)

[wofsc@mwanrdcita.it](mailto:wofsc@mwanrdcita.it)

[segreteriafsc@mwanrdcita.it](mailto:segreteriafsc@mwanrdcita.it)

## **Gym Membership and Fitness Centre**

NATO ID card holders may use the gym free of charge. Medical certificates do not have to be provided by military personnel since they have yearly physicals, but civilians and all NATO dependents must provide a medical certificate (Certificate of Physical Fitness), stating that they are fit for athletic and non-competitive sports. This requirement also applies to minors participating in sports. There is an approved regulation to read and sign before joining the gym. There is also a policy for minors with waivers to be signed before allowing access.

## LANGUAGE

The official language in Italy is Italian. The original copy of all documents and papers in a foreign language must be submitted to authorities as well as an authorized translation into Italian unless the administration authority specifies such a translation is not necessary.

## ADMINISTRATION

### Fiscal Code (Codice Fiscale)

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

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

The “codice fiscale” is made up of 16 characters referring to the person’s last name, first name, year, month and day of birth, sex and place of birth. To obtain the fiscal code card, the following documents are required (for **all** applying family members):

- Copy of passport;
- Application form AA4/7. The form AA4/7 is available at the local Revenue Agency, at the FSC or at the Det Naples;
- Birth certificate, to confirm your particulars; and
- Marriage certificate, if female and married, and photo ID should all be in married name only.

Italian legislation requires that the “codice fiscale” be issued with the particulars indicated on the applicant’s birth certificate. More details at:

[www.constoronto.esteri.it/consolato\\_toronto/en/i\\_servizi/per\\_i\\_cittadini/rilascio\\_codici\\_fiscali](http://www.constoronto.esteri.it/consolato_toronto/en/i_servizi/per_i_cittadini/rilascio_codici_fiscali).

## Banking

Inside the Ugo MARA Barracks, there is Deutsche Bank office which does not charge fees. A bank assistant is available for any business consultancy from 09.00 to 12.00 on Friday. In order to open a bank account, the following is required: Attestato di Servizio (from J1) and Fiscal code (Codice Fiscal).

NRDC-ITA has also established a good relationship with FINECO bank in the vicinity.

Via Coggi, 4  
Busto Arsizio (VA)  
Via Montegrappa, 4  
Varese (VA)  
Tel:+39 0332/1691900  
cell:+39 3357788644 (Sara Monaco)  
saramonaco@pfafineco.it

**ATM (Bancomat) Exchange Rates.** The exchange rate for Euros is generally more favorable when taking out a higher amount in a single transaction at the ATM, rather than taking out smaller amounts via multiple withdrawals.

Most debit cards include a foreign transaction fee when converting the foreign purchase or ATM withdrawal into CDN dollars. Usually it's 1-2% of the total transaction.

**Paying Italian Bills.** There are a few ways that bills can be paid:

- **Tobacco Store (Tabaccheria).** ~2€ fee/bill. Take the bill to the counter of a tobacco store and pay it with cash or debit card;
- **Bank Teller.** ~2€ fee/bill. Take the payment stub from the bill to the bank. They'll deduct the bill amount from the bank account and transfer it to the company;
- **Online Bank Transfer.** ~1€ fee/bill. Ask the local bank how to setup "payee" accounts so that utilities can be paid online from home. In the memo line of every online payment, ALWAYS include the account number (codice cliente) and bill number (numero fattura). Without this info, the payment could get lost with no way for the payee to track it down; and
- **Online via Company Website.** Free if using an Italian bank issued credit card. Italian companies cannot allow you to pay your bills online via credit card unless you have a credit card issued by an Italian financial institution.

## Insurances

Italy has one of the highest insurance rates in Europe. Two different insurance companies are present inside the barracks (base). Located in building 11 there is a local office manned by Vittoria Assicurazioni and Unipol for any insurance questions.



a. Vittoria Assicurazioni  
From 0900 to 1230 - Monday & Wednesday; and  
From 1330 to 1730 - Tuesday & Thursday.

b. Unipol  
From 1230 to 1730 - Monday; and  
From 0830 to 1400 - Friday.

**Vehicle Insurance Coverage.** In Italy, only liability insurance is required. Optional coverage includes policies such as, collision, comprehensive, towing, and personal medical coverage.

**Renter's Insurance.** Tenants are responsible for fire damage (without evidence to contrary). It is recommended that tenant purchases a fire insurance policy that covers damage to the rental property and your personal possessions in case of a fire. Tenants are also liable for any damages caused by guests, family, or pets.

## **Pets**

### **Traveling from other EU country**

- Pet passport and health certificate from your vet are required. A Leptospirosis vaccination is required for pets upon arrival in Italy. Pet can be vaccinated prior to arrival; and
- Restrictions. There are no breed restrictions in Italy, however, airlines often have restrictions. There may be extra requirements or costs to ship “aggressive/dangerous,” large or snub-nosed pets. Airlines may refuse to ship dogs in cargo during hotter months.

### **Italian Pet Regulations**

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

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

- Dogs & cats must be vaccinated for rabies annually. Rabies tags should always be kept on pets. The pet can be identified by its microchip or rabies tag if brought into a vet;
- Due to climate conditions, pets must be on heartworm preventative medicine as well as flea and tick control medicine at all times.
- Details on Pet regulations
  1. Canadian Food Inspection Agency:  
www.inspection.gc.ca/animals/terrestrial-animals/exports/eng/1300388920375/1300388985791#petcom
  2. www.salute.gov.it/portale/temi/p2\_6.jsp?lingua=italiano&id=4590&area=cani&menu=viaggiare
  3. www.justlanded.com/english/Italy/Articles/Visas-Permits/Pets-in-Italy
  4. http://www.italia.it/en/useful-info/more-information.html

## **POSTAL SERVICES**

### **Personal mail**

Two options are available to the CAF member and dependants.

- Mail is delivered directly to the home address without any involvement from CFPO 5045 Det Naples; or
- The Canadian Forces Post Office will redirect mail free from Canada to your posted location. All families will need a slot number. Shipments or mail should be addressed as below and will arrive at Det Naples. From there it will be forwarded to you.

### **Belleville mailing address**

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

### **Business mail**

Member will have access to the NRDC-ITA main registry on Barracks. It can be used for incoming and outgoing postal requirements, as long as they are work related. Mailing address:

Rank, Full Name, division, branch/office  
 HQ NRDC-ITA  
 Caserno Ugo Mara, via per Busto 20  
 21058, Solbiate Olona, Varese, ITALY

## ON THE ROAD

### Driver's licence

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

### Information on Driver's License Renewal in Canada

Province	Mailing Address	Phone Number	Internet Site
<b>Alberta</b>	Alberta Transportation Main Floor- Twin Atria 4999-98 Ave Edmonton, AB T6B 2X3	(780) 310-0000 Outside AB: (780) 427-8230	<a href="http://www.alberta.ca/government-of-alberta-ministry-of-transportation-drivers-vehicles">Government of Alberta Ministry of Transportation: Drivers &amp; Vehicles</a>
<b>British Columbia</b>	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	<a href="http://www.icbc.com/driver-licensing/Pages/default.aspx">http://www.icbc.com/driver-licensing/Pages/default.aspx</a>
<b>Manitoba</b>	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	<a href="http://residents.gov.mb.ca/reference.html?d=details&amp;program_id=304">http://residents.gov.mb.ca/reference.html?d=details&amp;program_id=304</a>
<b>New Brunswick</b>	NB Department of Transportation 364 Argyle St Fredericton, NB E3B 1T9	<a href="http://www2.gnb.ca/content/gnb/en/services/driving_and_vehicles.html">DPS- MSP.Information @gnb.ca</a>	<a href="http://www2.gnb.ca/content/gnb/en/services/driving_and_vehicles.html">http://www2.gnb.ca/content/gnb/en/services/driving_and_vehicles.html</a>
<b>Newfoundland &amp; Labrador</b>	Motor Registration Division Department of Government Services PO Box 8710 St. John's NF A1B 4J5	(709) 729-4834	<a href="http://www.gs.gov.nl.ca/drivers.html">http://www.gs.gov.nl.ca/drivers.html</a>
<b>North West Territories</b>	Government of NWT Department of Transport 5003 – 49th Street,	(867) 873-7487 Fax: (867) 669-9094	<a href="http://www.dot.gov.nt.ca/live/pages/wpPages/issuingoffices.aspx">http://www.dot.gov.nt.ca/live/pages/wpPages/issuingoffices.aspx</a>

	Yellowknife NWT X1A 2L9		
<b>Nova Scotia</b>	Nova Scotia Registry of Motor Vehicles 300 Horseshoe Lake drive Bayers Lake Business Park Halifax, NS B3S 0B7	(902) 424-5851 Toll Free in NA: (800) 898-7668	<a href="http://www.gov.ns.ca/snsmr/access/drivers.asp">http://www.gov.ns.ca/snsmr/access/drivers.asp</a>
<b>Nunavut</b>	Motor Vehicles Division Department of Economic Development & Transportation Box 1000 Station 1575 Iqaluit, NU X0A 0H0	Toll Free: (867) 975-7800	<a href="http://www.gov.nu.ca/programs-services/vehicle-registration">http://www.gov.nu.ca/programs-services/vehicle-registration</a>
<b>Ontario</b>	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	<a href="http://www.mto.gov.on.ca/english/dandv">http://www.mto.gov.on.ca/english/dandv</a>
<b>Prince Edward Island</b>	Prince Edward Island Depart. of Transportation & Public Works PO Box 2000 Charlottetown, PE C1A 7N8	(902) 368-5228 Fax: (902) 368-5236	<a href="http://www.gov.pe.ca/tir/index.php3?number=20138&amp;lang=E">http://www.gov.pe.ca/tir/index.php3?number=20138&amp;lang=E</a>
<b>Quebec</b>	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	<a href="http://www.saaq.gouv.qc.ca/en/index.php">http://www.saaq.gouv.qc.ca/en/index.php</a>
<b>Saskatchewan</b>	Saskatchewan Government Insurance (SGI), Licensing and Registration Services 2260 11th Avenue Regina, SK S4P 0J9	(306) 775-6900 Toll Free: (800) 667-9868	<a href="http://www.sgi.sk.ca/individuals/index.html">http://www.sgi.sk.ca/individuals/index.html</a>
<b>Yukon</b>	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	<a href="http://www.hpw.gov.yk.ca/mv/mvdrlic.html">http://www.hpw.gov.yk.ca/mv/mvdrlic.html</a>
<b>Transport Canada</b>	Transport Canada Tower C, Place de Ville 330 Sparks St Ottawa, ON K1A 0N5	(613) 990-2309 Toll Free: (866) 995-9737	<a href="http://www.tc.gc.ca/eng/road-menu.htm">http://www.tc.gc.ca/eng/road-menu.htm</a>

## Driving

Italian rules of the road are regulated throughout the country. Although this country abides by all the rules laid out and followed by EU countries, some local customs can take some getting used to. In the area of Milan the driving is similar to that in Canada in that people are courteous and share the road well, but that is not necessarily the case if you drive elsewhere in Italy.

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

**Minimum age for driving:** 18 for a car and motorcycle over 125cc.

**Motor insurance:** third-party insurance is compulsory.

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

<b>Speed limits</b>	<b>Motorway</b>	<b>Dual carriageway</b>	<b>Open Road</b>	<b>Town</b>	<b>Alcohol mg/ml</b>
Normal weather	<i>130 km/h</i>	<i>110 km/h</i>	<i>90 km/h</i>	<i>50 km/h</i>	<i>0.5</i>
Bad weather	<i>110 km/h</i>	<i>90 km/h</i>	<i>80 km/h</i>	<i>30 km/h</i>	

**Traffic stops/tickets:** During your posting you may receive a traffic ticket. The Italian police usually issue them on the spot, but your plate number could be taken and a ticket mailed to you at later date. If you receive one in the mail, do not ignore it. The fine you will have to pay triples after 15 days from the day it was mailed. If an Italian policeman along the side of the road steps your way waving what appears to be a lollipop stick (red circle on white disc), he/she is telling you to pull over to the side of the road. If you are stopped, do not be disrespectful. If a communication gap exists and you are written a ticket for a violation you cannot understand, accept it and bring it to MP office in NRDC-ITA for clarification.

**Blood alcohol level:** Italy has stricter drinking and driving laws, allowing only 0.5 milligrams of alcohol per milligram of alcohol per milliliter of blood.

**Motorcycle** drivers and passengers must wear crash helmets.

**Seat belts** are compulsory for front and rear seat occupants. Infants up to 1 year of age and up to 20 pounds must be secured in a rear-facing car seat, which cannot be placed in front of an airbag.

**Visibility vests** are compulsory. There should be a vest in the car for every occupant. In the event of an emergency, put on the vest before getting out of your vehicle.

**Warning triangle** is compulsory.



**Cellphone** use is not allowed while driving, except with hand-free device.

**Winter tires** are required from 15 November to 30 April. Italian law requires that all drivers carry tire chains in their car or that they install Mud and Snow tires (M + S noted on tire wall) on their vehicle.

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

[http://www.theaa.com/motoring\\_advice/overseas/index.html](http://www.theaa.com/motoring_advice/overseas/index.html)

[http://www.usag.vicenza.army.mil/sites/local/DOL/drivers\\_guide.pdf](http://www.usag.vicenza.army.mil/sites/local/DOL/drivers_guide.pdf)

<http://www.aci.it/il-club/soci-in-viaggio/driving-in-italy/driving-in-italy-information-for-visiting-motorists.html>

## **Vehicle Accidents**

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

## **Tangenziale Di Milano and Varese Highway**

**Restricted traffic zone.** City centers of Milan enforce restricted driving zones which are only available to cars with permits. These zones are marked with signs \*ZTL\* - Limited Traffic Zone. Some ZTLs are in effect 24/7 while other cities may implement ZTL rules only during rush hour. Learn to read and identify ZTL signs along with any exceptions listed. Take note that in order to avoid steep fines, it is important to recognize ZTLs:

- Look for posted ZTL signs and road markings;
- Only authorized resident vehicles may travel in ZTLs;
- Zones are monitored by cameras;
- Tickets are issued automatically to registered owner;
- Tickets can be issued up to 1 year after incident;
- You are fined for entering AND exiting ZTLs;
- Don't trust GPS to warn you about ZTLs; and
- ZTLs are often on one-way or narrow city streets and difficult to back out of.

Licence plates are read via camera, and drivers can rack up tickets while circulating in restricted zones until several tickets come in the mail. Traffic cameras are abundant in Italy and tickets can be issued up to one year AFTER a violation occurs. Get a 30% discount by paying within 5 days of getting a citation. Tickets are to be being paid at the Post Office.

If you have to travel to and from work via the tangenziale, (Milans' City major toll way) or from Varese, you will have to decide how to pay for the toll at each exit. Many commuters opt for the ease and flexibility of a VIA card (see picture below) purchased at the **Punto Blu**, a telepass service store with several locations along the entire Italian highway or on the website [www.telepass.com](http://www.telepass.com). This card allows you to bypass the face-to-face toll payment booths and the spare change shuffle by using the less-frequently travelled VIA card lanes.

Another and better option is to purchase, a TELEPASS (see picture below) always at the **Punto Blu** on the entire Italian highway. Cost is approximately Euro 45 which is refunded upon surrender of the TELEPASS when you leave Italy. The TELEPASS should be displayed on your front windshield and as you drive through one of the authorized TELEPASS lanes, a machine scans your pass and automatically deducts the charge from your Italian bank account.



## HEALTH SERVICES

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

There is no requirement to register for the National Health System in Italy. CAF members' medical expenses are covered by CF H Svcs C (O) Det GK clinic and dependents have

comprehensive coverage through PSHCP. Information about dependents coverage can be found on the PSHCP website. <http://www.pshcp.ca/coverage/comprehensive-coverage.aspx>.

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

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

## Immunization

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

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

### General Recommendation

### Recommended for Specific Groups Only

Catch-up

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

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

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

## Emergency Rooms

Emergencies are dealt with at the Emergency department “*Pronto Soccorso*” department at the hospital. The recommended 24/7 emergency rooms for Canadians to access care are:

**Milan** (47km from NRDC-ITA)  
 San Raffaele Hospital

Via Olgettina, 60

Milano, ITA

Tel: +39 02 2643 6960

<http://international.hsr.it/>

They have English speaking clinical and diagnostic medical services.

**Varese** (25km from NRDC-ITA)

Circolo Hospital and Macchi Foundation

Viale Luigi Borri, 57

Varese, ITA

Tel : 0332 278 395 <http://www.ospedativarese.net/>

Most of the clinical staff will speak English, however, limited English with frontline staff.

**Busto Arsizio** (3km from NRDC-ITA)

Hospital Busto Arsizio

Piazzale Solaro Prof Giuseppe, 3

Busto Arsizio, Italy

Tel: 0331 699 111

<http://www.aobusto.it/>

This hospital offers a full complement of specialist services, however, getting services in English will pose as a challenge.

## **Primary Care**

Recommended primary care facilities for Canadians to access care are:

**Military Infirmary** - CAF members can access medical services from the Military Infirmary on base. This is a Role 1+ facility that offers basic primary care including sick parade, booked appointments, dental, physiotherapy, referrals to specialist and pharmacy (very minimal access to medications).

Hrs: Mon – Thurs 0800 –1630hrs

Fri – 0800 -1200hrs

Book appointments: [umed@restal.esercito.difesa.it](mailto:umed@restal.esercito.difesa.it)

## **Milan**

**American Int'l Medical Center** - This is a small private medical clinic that offers medical services provided by English-speaking doctors. This facility is willing to bill the GK Clinic directly for members, however, dependents will have to pay cash and submit claims to PSHCP for reimbursement. Services included: Women's health, physical exams, pediatrics, laboratory, internal medicine, and travel health.

Address:

Via Mercalli 11

Milan, Italy

21022

Phone #: +39 02 5831 9808  
Hrs: Mon – Fri 0900 – 1730hrs  
Email: [info@aimclinic.it](mailto:info@aimclinic.it)  
Website: <http://www.aimclinic.it/default.htm>

**Milan Medical Center** –This is a medical center dedicated to the international community. They offer a long list of specialty services provided in English. At this time, they will not accept direct billing so members and dependents will be required to pay cash for all services.

Address:  
Via Angelo Mauri 3  
Milan, Italy  
20144

Phone #: +39 02 4399 0401  
Emergencies: + 39 338 165 1324  
Hrs: Mon – Fri 0900 – 1300hrs and 1400 – 1800hrs  
Email: [info@milanmedicalcenter.it](mailto:info@milanmedicalcenter.it)  
Website: <http://www.milanmedicalcenter.it/en/html/centro.html>

**Military Medical Hospital** - CAF members and dependents over the age of 18 can access medical services from the Military Medical Hospital in Milan, however, you will need a referral from either the Infirmary on base or from your family doctor/dentist. Members will be expected to pay a sanitarian tax when accessing care from this facility. This fee is reimbursable via a CF52. Dependents will be expected to pay full price for all medical services. Available services are basic surgery, radiology (x-ray), laboratory, ENT, cardiology, neurology, physiotherapy, ophthalmology, psychology and dentistry.

Address:  
Via Simone Saint Bon, 7  
Milan, Italy  
20147

Phone #: +38 02 4008 8310  
Book appointments: [prenotazionipoliamb@cespemilmi.esercito.difesa.it](mailto:prenotazionipoliamb@cespemilmi.esercito.difesa.it)

**Dr. Stefania Paesani** – She is family doctor and pediatrician. She has a small private practice and works with the International School of Milan. She is willing to bill the GK Clinic and Global Allianz directly.

Address:  
Corso Vercelli n. 7  
Milan, Italy  
20144

Phone #: +39 347 368 3991  
Hrs: Mon: 1300 – 1730hrs, Tue (only urgent visits): 1230 – 1430hrs, Thurs: 0900 – 1300hrs, and Fri (urgent visits only) 1230-1600hrs.  
Email: [info@stefaniapaesani.it](mailto:info@stefaniapaesani.it)  
Appointments can be book online

Website: <http://www.stefaniapaesani.it/en/index.htm>

## **Varese**

**Dr. Irene Schutz** – English-speaking family doctor.

Address:

Via Giulio Giordani 7

Varese, Italy

Phone #: +39 03 3222 3355

Cell: +39 335 593 6475

Hrs: Mon – Fri 0830 – 1230hrs

Email: [Irene.schultz@virgilio.it](mailto:Irene.schultz@virgilio.it)

**MedinAction** – An on-demand house call medical service that delivers qualified English-speaking doctors to a patient’s doorstep. A doctor is available 24/7 via website, by email, [mobile app](#), or phone.

Phone # +39 375 572 4686

Website: <https://www.medinaction.com/>

## **Access to a specialist**

In order to access specialist care, such as radiological and laboratory, you will need to obtain a referral from an Italian doctor.

## **Pharmacy**

Farmacia is the Italian word for pharmacy. Farmacias generally carry the most commonly prescribed medicines and customers can purchase them fairly quickly. However, the names of the medicines may be different and therefore, it is best to ask a doctor or the Pharmacist at CF H Svcs C (O) Det GK about the general name of all drugs used regularly.

All medications are kept behind counters and customers need to let the pharmacist know what drugs they are looking for, instead of picking and choosing. In general, the pharmacist in large urban areas such as Milan will speak English.

## **Public Ambulance**

An ambulance can be reached by dialing 118 or the national emergency line 112. Ambulance companies will expect payment at the time of service.

## Billing

**CAF members** - With the exception of accessing care through the Military Infirmary on Base, all care provided has a cost associated with it. Military members will have their medical bills paid for through the clinic in Geilenkirchen. Contact information is below. Should a “Letter of Guarantee” be required for any service, it can also be provided when requested using the contact information below:

### Mailing Address:

CF H Svcs C (O) Det GK  
CFSU(E) Selfkant  
Quimperléstrasse 100  
52511 Geilenkirchen  
Germany

Medical Finance Office hour and POC:

Hrs: 0730hrs – 1600hrs

Phone: +49 2451-717 320 or

+49 2451-717 319

**Dependents** - All bills associated with the care of dependents are the member’s personal responsibility and are to be claimed through PSHCP (for enquiries email [PHSCP@allianz-assistance.ca](mailto:PHSCP@allianz-assistance.ca)). CF H Svcs C (O) Det GK does not pay for dependent medical bills nor do they deal with the insurance company on behalf of dependents. However, CAF members can obtain an advance for services over \$200.00. Contact the medical invoice clerks in GK for assistance.

MSFI Benefits for Dependent’s Health Care Expenses provides financial assistance to members who incur health care expenses outside Canada which exceed those permissible under the PSHCP. Reimbursable expenses are identified on the Explanation of Benefits summary provided by Allianz. Common code to look for is R70.

## EDUCATION AND EMPLOYMENT

Admission and enrollment procedures vary from school to school. Space is often limited and preference may be given to students based on nationality. Tuition tends to be expensive but schools offer high standards of learning, boast smaller class sizes, first-rate facilities, and extracurricular activities. Boarding facilities are available at some schools, but most only provide day classes.

NRDC-ITA does not have any international school within its facilities at the Ugo MARA Barracks but has established a good relationship with several schools in the vicinity. Before contacting the school/schools you are interested in, the FSC can be contacted to receive further information. FSC can also help to make an appointment. See map at Appendix 1 of Annex G.

It is mandatory for parents (once they get the fiscal code) to inform the municipality of

residence, that there are children in the family that need to attend school.

Since September 2017, Health and Education Ministry has laid down rules concerning vaccinations. There is a grace period to provide documents depending on the province. See links for more details:

[www.wikivaccini.com](http://www.wikivaccini.com)

[www.ats-insubria.it](http://www.ats-insubria.it)

## **Children's Education Management**

Children's Education Management (CEM) manages the education allowances and oversees the schools for the Department of National Defence personnel to ensure that their dependent children obtain the same quality of education regardless of the province or country they may be posted to.

For more information regarding education, please contact:

Children Education Management at Niederheid

Email: [P-SFK.76EDEPED@intern.mil.ca](mailto:P-SFK.76EDEPED@intern.mil.ca)

[www.cafconnection.ca/CEM](http://www.cafconnection.ca/CEM)

Children's Education Management Officer at +49 2451 717 164.

Education Allowance Coordinator at +49 2451 717 212

## **Spousal Employment Assistance & Education**

Spousal employment opportunities are extremely limited OUTCAN. Your SOFA stamp/dependent status does not confer the right to be employed on the economy. This is entirely a matter for the Italian government to decide and it is an individual's responsibility to seek permission from local authorities. The Italian embassy in Canada may be able to assist before departure or upon arrival or consult the appropriate department of the host nation government.

The only options available for daycare for pre-school aged children are Italian daycares, which are a lot less structured than what Canadian parents are accustomed to, or a nanny that would need to be personally screened by the parents. Parents should be prepared that they may need to engage and personally screen Italian childcare providers.

This is an ideal time for spouses to continue their education whether through part-time or full-time studies working towards a degree or certificate, professional development or taking a special interest course for fun.



## **Job Postings**

You will find a list of civilian employment opportunities in Europe at [cafconnection.ca](http://cafconnection.ca)

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

When it is time to return to Canada, if you are searching for a new full-time or part-time job in the private or public sector, or if you are returning to work after raising your family, Service Canada can help. There are a number of tools available to help you search job listings, create a resume, choose a career and assess your skills.

## **Resume Review**

If you will be looking for employment while you are posted to Europe, or when you return to Canada, a review of your resume is in order. Did you know that resumes are scanned for only 10-30 seconds before they are rejected or set aside for further consideration? It can be a challenge to describe yourself and the positions you have held in a way that will catch the reviewer's attention quickly. Your space is limited so you need to make every word count. Interviewing for a job is also one of the most stressful things you can do. It is difficult to put yourself out there and face the possibility of rejection. Most of us don't interview frequently enough to become very skilled at it, but here is an opportunity to practice in a safe and stress free environment. For help creating a strong resume that will increase your chances of getting that all important interview, contact our MFS(E) Education, Employment and Training Programs Coordinator Caroline Couture at: [couture.caroline@cfmws.com](mailto:couture.caroline@cfmws.com)

## **SHOPPING**

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

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

### Women's Clothing Sizes

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

### Women's Shoe Sizes

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

### Men's Clothing Sizes

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

### Men's Shoe Sizes

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

### Men's Sweater Sizes

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

# AROUND THE HOUSE

## Phone and Internet

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

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

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

Italian cell phone plans are very affordable compared to Canadian cell phone plans. For example, a monthly smartphone plan including 2 GB of data, 400 min, and 600 texts only costs about 18€ (\$27). Make sure that phone is "unlocked" before traveling overseas  
<https://www.justlanded.com/english/Italy/Telephone-Internet>.

## Cell Phone Plans

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

## **Internet**

### Possible Providers

- ADSL: Tim, Wind, Vodafone, Fast Web, Trivenet, Infostrada; and
- Satellite: Telemar, Open Skies.

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

## **Electricity**

Italian households have lower energy needs and their homes are often unable to handle high energy demands (e.g. dryer + dishwasher + microwave at once). Electricity conforms to the European standard of 220V to 230V, with a frequency of 50Hz. Wall outlets typically accommodate plugs with two or three round pins (the latter grounded, the former not):

- Ordinary transformers designated for 110V distribution system can't be used on 230V;
- Electronic power adapters can be used, if the maximum allowed input voltage is at least 230V.; and



- If a device is dual voltage/hertz it only requires a simple plug adapter. If your device is dual voltage/hertz, its power source will be labeled: “110-240V, 50-60Hz”.
- Lamps generally do not need to be dual voltage to work in Europe. Change your 110v lamp's Canadian lightbulb to a European bulb, add a plug adapter, and plug in.

## **Appliances**

You will find that your appliances are often smaller than what you are accustomed to in Canada. Many of your cooking pans may not fit inside the ovens in Italy. The washer and dryer are often

much smaller and are often in the kitchen area. This can pose problems for washing typical Canadian bedding. During your HHT, examine the appliances of the house you choose. It may prevent you from bringing things that won't be suitable for Italy.

## Temperature Conversion

All temperatures in Italy are in Celcius as opposed to Farenheit. You will be provided with a temperature conversion chart in your Welcome Package and the internet is always handy for conversions.

## Cleaning

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

## Cleaning Products

SMAC Sgrassatore	Good for removing greasy and soapy residue for counter tops, stove tops, tubs and shower stalls
SMAC Acciaio	Cleans stainless steel
Fornet	For ovens or grill
Lysoform	For floors
Orphea – Salvalana	For bugs in clothing, put in bins and closets
Cascade or Finish tablets	For the dishwasher
Prill soap/liquid	For the dishwasher
Sale per lavastoviglie	Salt for the dishwasher
WC Net Fosse Biologiche	For smells from the toilets/drains
Cleaning vinegar	Found with cleaning products at the Commissary
Pulirapid or Viakal	For calcium deposits
Calgon	To eliminate calcium build up in the clothes washer

## **CULTURAL NUANCES AND TRADITIONS**

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

The language barrier may pose more of a shock than anything else for many Canadians. Being able to communicate is so very important; to be able to tell people what you need, to ask directions, and to be able to read simple signage can make you feel more confident and self reliant. There are a variety of language training options. Talk to the MFSE Community Service Providers in Naples for more information.

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

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

## **TRAVEL ADVICE**

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

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

For the most updated information please visit: <https://travel.gc.ca/travelling/advisories>

## POINTS OF CONTACT

### 1. Embassy of Canada to Italy, Rome

Street Address Via Zara 30,  
Rome 00198, Italy  
Telephone 39 06-85444-1  
Fax 39 06-85444-3913  
Email: [consul.rome@international.gc.ca](mailto:consul.rome@international.gc.ca)  
Internet: [www.italy.gc.ca](http://www.italy.gc.ca)  
Services Passport Services Available  
Facebook Embassy of Canada to Italy  
Twitter @CanadainItaly

[www.canadainternational.gc.ca/italy-italie/offices-bureaux/embassy-ambassade.aspx?lang=eng](http://www.canadainternational.gc.ca/italy-italie/offices-bureaux/embassy-ambassade.aspx?lang=eng)

### 2. Consulate of Canada, Milan

Street Address 3, Piazza Cavour, 6th floor,  
20121 Milan, Italy  
Telephone: 39 02 6269-4238  
Fax: 39 2901-3600  
Email: [consul.canada.milan@gmail.com](mailto:consul.canada.milan@gmail.com)  
Facebook: Embassy of Canada to Italy  
Twitter @CanadainItaly  
Other social media @CanadainItalia

### 3. NRDC-ITA

*Caserma "Ugo MARA"*  
Via per Busto Arsizio, 20  
21058 Solbiate Olona (VA) Italy  
Tel.: +39 0331345111 (Switchboard)  
<http://www.nrdc-ita.nato.int>

4. Moral & Welfare Agency

Tel.: +39 0331346600

Tel.: +39 0331346601 (Family Support Centre)

Tel.: +39 0331346646 (Family Support Centre)

Email: [chiefmwa@mwanrdcita.it](mailto:chiefmwa@mwanrdcita.it)

Email: [chieffsc@mwanrdcita.it](mailto:chieffsc@mwanrdcita.it) (Family Support Centre)

## USEFUL LINKS

### List of lawyers who speak English

[http://www.canadainternational.gc.ca/italy-italie/consular\\_services\\_consulaires/lawyers-avocats.aspx?lang=eng](http://www.canadainternational.gc.ca/italy-italie/consular_services_consulaires/lawyers-avocats.aspx?lang=eng)

### The Canadian Expat

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

### Italian Embassy in Canada

[http://www.ambottawa.esteri.it/ambasciata\\_ottawa/it/](http://www.ambottawa.esteri.it/ambasciata_ottawa/it/)

### CRA OUTCAN

[www.canada.ca/en/revenue-agency/services/tax/international-non-residents/individuals-leaving-entering-canada-non-residents/government-employees-outside-canada.html](http://www.canada.ca/en/revenue-agency/services/tax/international-non-residents/individuals-leaving-entering-canada-non-residents/government-employees-outside-canada.html)



# TRANSLATIONS

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

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

Yes	<i>Sì</i>
No	<i>No</i>
Hello	<i>Ciao</i> (informal > family friends) / <i>Salve!</i> (general)
How are you?	<i>Come stai?</i> (informal) / <i>Come sta?</i> (formal)
Good morning	<i>Buon giorno</i>
Good afternoon	<i>Buon pomeriggio</i> / ( <i>Buona sera</i> more usual)
Good evening	<i>Buona sera</i> (used after 3pm)

Good night	<i>Buona notte</i> (for a good night sleeping)
Have a good lunch/dinner.	<i>Buon appetito.</i>
Goodbye	<i>Arrivederci</i> (general) / <i>Arrivederla</i> (formal) / <i>Ciao</i> (informal)
Good luck	<i>Buona fortuna!</i>
I love you	<i>Ti amo</i>
Welcome	<i>Benvenuti</i>
Please	<i>Per favore</i>