



House Hunting Trip (HHT)

Naples, Italy

Military Family Services Europe (MFS(E)) - Naples

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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), 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) Centre of your new location.

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<https://cfmws.ca/Europe>

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: +39 (0) 81 509 6663

E-mail: MFSE.Naples@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 NAPLES

MAPS



- LEGEND:**
- A - Commissary
 - B - NEX, Movie Theater, ITT, Post Office, Food Court
 - C - NEX P/U
 - D - Bowling Alley, O'Rly's Restaurant
 - E - Auto Port
 - F - Car Wash
 - G - NOR Center, Auto/Hobby shop
 - H - Hospital
 - I - Housing
 - J - Gym / Outdoor pool
 - K - VET / Thrift Store
 - L - Teen/Youth Center
 - M - Chapel
 - N - Library, USO, Fleet & Family
 - O - Mini Nex, MVRO, Laundrymat, Bambusa's Restaurant, Chuck Full O'Ruts
 - P - Dog Park

GEOGRAPHY/POLITICS

The city is situated on the Gulf of Naples, on the western coast of southern Italy; it rises from sea level to an elevation of 450 metres (1,480 ft). The small rivers which formerly crossed the centre of the city have since been covered over by construction. It lies between two notable volcanic regions, Mount Vesuvius and the Campi Flegrei (en: Phlegraean Fields). The islands of Procida, Capri and Ischia can all be reached from Naples by hydrofoils and ferries. Sorrento and the Amalfi Coast are situated south of the city, while the Roman ruins of Pompeii, Herculaneum, Oplontis and Stabiae, which were destroyed in the eruption of Vesuvius in 79 AD, are also visible nearby. The port towns of Pozzuoli and Baia, which were part of the Roman naval facility of Portus Julius, lie to the west of the city.

CLIMATE

The climate of Naples, the capital of the Campania region, is Mediterranean, with mild, rainy winters and hot, sunny summers. The daily average temperature ranges from about 9 °C in January and February to about 29 °C in July and August. The city is exposed to the south-west wind ("libeccio"), which brings mild and rainy days, but also to the north wind ("tramontana"), which brings a bit of cold, cloudy skies and some rain. On summer afternoons, the breeze blows from the sea, relieving the heat.

LANGUAGES

The Naples language, considered to be a distinct language and mainly spoken in the city, is also found in the region of Campania and has been diffused into other areas of Southern Italy by Neapolitan migrants, and in many different places in the world. On 14 October 2008, a regional law was enacted by Campania which has the effect that the use of the Neapolitan language is protected. The term "Neapolitan language" is often used to describe the language of all of Campania, and is sometimes applied to the entire South Italian language; Ethnologue refers to the latter as Napoletano-Calabrese. This linguistic group is spoken throughout most of southern continental Italy.

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 CAF members and 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

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

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

Here is some culture and etiquette information for Italy:

Greet new people with a formal 'Buon Giorno' (before about 4pm) or 'Buona Sera' (after 4pm) and a handshake. Kissing on the cheeks and greeting with 'Ciao' is usually for family and friends. "Salve" can be used for shopkeepers. Use "Buona Sera" as an afternoon and early evening greeting.

Gifts are usually opened when received.

When standing in a line, stand very close to the person ahead of you. This will help to ensure that another person does not cut in front of you.

Whistling and winking at women is meant as a compliment and is not meant in a degrading way. If a woman is not interested, she will ignore them.

- At a Café Bar, make your order and pay at the cash register (Cassa). Then bring your receipt to the bar staff to make the order.
- Generally, a salesclerk will ignore you until eye contact is made to signal that service is required. It is also customary for the customer to greet staff; a simple 'Salve' is acceptable.
- If invited to an Italian's house for supper, you may find these tips helpful:
 - Bring a gift - chocolates, wine, or even something Canadian.
 - Always take a small serving to begin with, so you can accept a second helping. It is acceptable to leave a small amount of food on your plate, this means you are full and cannot finish.
- If you do not want more wine, leave your wineglass nearly full.

PUBLIC HOLIDAYS

During bank holidays roads, restaurants, accommodations and attractions will be very busy. Children have limited holidays and strict attendance schedules at school so Bank and school holidays are well utilized! Everything just gets busier, similar to March Break in Canada. Below are the upcoming school holidays for Italy.

Date	Italian Name
New Year's Day 1 January	Capodanno
Epiphany 6 January	Epifania
Easter Monday Day after Easter Sunday	Pasquetta
Liberation Day 25 April	Anniversario della Liberazione
Labour Day 1 May	Festa del Lavoro
Italian Republic Day 2 June	Festa della Repubblica
Assumption of the Virgin Mary 15 August	Ferragosto
All Saints' Day 1 November	Ognissanti
Immaculate Conception 8 December	L'Immacolata
Christmas Day 25 December	Natale
Boxing Day, St. Stephen's Day 26 December	Santo Stefano

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

Universal European Emergency Services 112

- Chaplain +39 (0) 345 080 5673
- Embassy of Canada +39 (06) 85 444 2911
- CFSU(E) Duty Officer (Naples) +39 (0) 817 212 387
- CO’s Office (Naples) +39 (0) 817 212 387
- 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 Gerson Flor Located in Casteau</p> <p>Responsible for Belgium, France, Germany, Netherlands & Poland.</p>	<p>Maj Gerson Flor (temp) Located in London</p> <p>Responsible for Estonia, Finland, Latvia, Lithuania, Norway, Russia, Sweden, Switzerland & UK.</p>	<p>Capt Megan Jones Located in Naples</p> <p>Responsible for Austria, Greece, Italy, Portugal, Romania, Serbia, Spain, Turkey & Ukraine.</p>
<p>Gerson.Flor@forces.gc.ca +32 492 72 2686</p>	<p>Bryan.Bowley@forces.gc.ca +44 7870 641 587</p>	<p>Megan.Jones@forces.gc.ca +39 345 080 5673</p>

HOSPITALS

While in Italy, your family will be covered by the PSHCP Comprehensive Coverage. While in Canada, your PSHCP coverage was only supplementary to the provincial insurance. As your provincial insurance ceases on the last day of the third month after your departure from Canada, the province continues to be responsible for payment of any medical bills incurred by your family while in Europe during the first three months. Reimbursement under the PSHCP Comprehensive medical insurance coverage while in Italy is based upon the Ontario Health Insurance Plan schedule of fees. Therefore, you can rest assured that the coverage your family will receive in Europe is the same as if you lived in Ontario subject to you upgrading your level of coverage to "Level III". The member continues to be responsible for PSHCP yearly deductible rates and also co-insurance on purchase of drugs.

The Canadian Forces have a memorandum of understanding (MOU) with the American Forces for health care in Naples. Upon arriving in Naples, you should go to the US Naval Hospital on the Gricignano support site to register your family for health services.

You will be given a four-digit number, usually the birth month and date of the Forces member, which you will be asked to provide, along with your NATO ID card, in order to receive health services and appointments at the American health facility.

Public hospitals in Naples are grouped into three main telephone switchboards: (081) 254 7111, (081) 254 2111 and (081) 254 5111 which are staffed 24/7.

For emergencies, dial 118. Note that ambulances are not always available.

By flashing your lights, honking, and waving a white cloth outside of your car, you will be considered an "emergency vehicle" if transporting a patient to hospital.

US NAVY Hospital US Support Site, Gricignano de Aversa
GPS coordinates N40.989986 E14.248178

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. If unable to reach over the phone, you can also email them at FIL-LIF@cfmws.com

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 –

+39 - 89 - 343 80 - 14 +39 (89) 343 80 - 14 0039 (0) 89 343 80 - 14
(089) 343 80 - 14 089 / 343 80 - 14 089 343 80 14

The “+39” at the start is the exit code and Italian country code. The “89” 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 (+39).

If you’re dialing within the same area code, you do not need to enter the area code, but you need to add a “0” before the number to call inside Italy

CALLING OUTSIDE OF ITALY

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 ITALY

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 ITALY FROM CANADA

The exit code in Canada is “011”

011-39-1895-123-456

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 Italy	0 711 1234567
To dial an Italian number from elsewhere in Europe	+39 711 1234567
	or 00 39 711 1234567
To dial a number outside Italy	+39 121 1234567
	or 00 39 121 1234567
To dial Canada from Italy	00 1 613 5551234
To dial the Italy from Canada	011 39 711 1234567

TOLL FREE AND CHARGES FOR CALLS

0800

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

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.

SIM CARDS

Most Canadians will use a mobile phone while in Italy. 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.

INTERNET/MOBILE PHONE

Internet Access

Electricity, phone, and the internet may not be as reliable as you are accustomed to. It may be a sunny day and you lose power, or it rains and your phone goes but you have Internet. There seems to be no rhyme or reason, but to expect it and to work around it is the answer. For example, have flashlights readily available and know where the electrical 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 if you do not have power and your neighbour's do 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

Mobile Phones

- *Tim (Telecom Italia)*
Tim also offers internet and home phone service. To find out more about their packages visit a Tim store, the Family Centre at JFC or visit their website at www.tim.it Note that Telecom Italia is similar to Bell, in the sense that all the infrastructure is owned by them; other providers lease space/bandwidth from them.

- *Wind*
Wind also offers internet and home phone service. To find out more about their packages visit a Wind store or visit their website at www.wind.it
- *Vodafone*
Vodafone also offers internet and home phone service. To find out more about their packages visit a Vodafone store, their kiosk in the JFC International Store or visit their website at www.vodafone.it

It is not uncommon for people to omit a home-phone from their plans, opting for a cell phone only and home internet.

When you register for your phone plan, you will be required to bring you Codice Fiscale, photo identification (passport), and your bank info or credit card to setup the monthly payment.

You can opt to pay your bills either automatically through any of these service providers or you can pay your bill at any postal outlet of ItaliaPoste or you can pay at most Tabacchi shops (smoke shops).

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

You and your family members 18 years or older will be allowed to drive in Italy for the duration of your tour on the basis of a valid Canadian driver's license; this entitles you to apply for an Allied Forces Italy (AFI) license from NSA Motor Vehicle Registration (MVRO) on the US support site. It will be your responsibility to ensure that you maintain a valid Canadian license throughout your tour.

The minimum age for driving is 18 for a car or motorcycle over 125cc.

DRIVER'S LICENCE

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.

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

Check with your provincial licensing authority before you depart to ensure that there will be no problems in renewing your license while out of the country. Your AFI license allows you to drive within Italy, and while on duty travel within other NATO countries. While many European countries have or are developing agreements with Canada with respect to drivers' licenses, some may still require an International Drivers Permit (IDP) in conjunction with your Canadian license. IDPs can be obtained from the Italian licensing authorities for a nominal fee as long as you can provide a valid Canadian driver's license as well as a passport-sized photo.

PARKING

In Italy, Parking (parcheggio) regulations may vary a bit from one region to the other. In certain cities there are local restrictions on the times during which a car is allowed to enter the center and where parking is permitted. The limits are set in accordance to the day of the week, the time of the day as well as the date (even or odd). The penalties for going against the parking regulations in this country are severe even if the rules were broken unintentionally. It is therefore advised to check parking restrictions with their local authorities before deciding to drive a car.

Most beaches are private pay beaches, where you will pay for parking your car.

TOLLS & CONGESTION CHARGES

When traveling, be aware of toll costs. For some you pay a toll to go through the booth, for others you take a ticket and pay when you exit the toll road. The website <https://www.viamichelin.com> is an excellent resource for calculating toll costs before a trip. Pay attention to signs above each toll lane as some will accept tap credit cards but others will only accept cash.

Telepass

A telepass is a device that attaches to the windshield and debits your bank account when driving through a Telepass lane, a lane reserved only for telepass users. When you enter & exit the Autostrada, a transponder 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.

Zona Traffico Limitato (ZTL)

Many Italian cities, have adopted Limited Traffic Zones to cut down on congestion in the downtown cores or historic city centers. This means that you must have a special pass that allows you to drive in these areas, normally only for residents that live in the area or commercial vehicles. The tricky part is that these areas are not actually physically blocked off and you should keep an eye open for the ZTL signs like this one; there are simply signs notifying that these are ZTL zones, and normally enforced by traffic cameras. Be especially careful in rental cars; when tickets are sent to the rental agency, they will pass them along to you with a hefty "Admin" fee.



ROADSIDE ASSISTANCE

The Automobile Association (AA) and The Royal Automobile Club (RAC) are the two main The Automobile Club D'Italia (ACI) offers good coverage for towing services and a many other CAA-like services. Consult their local office, near JFC HQ Naples, for more information. It is recommended to go into their office to sign up for service, to ensure that you get the best plan for your needs.

Their address is ACI, PIAZZALE TECCHIO 49/D 80125, Napoli, tel:081 7253811
<http://www.napoli.aci.it>

You may also purchase roadside assistance as part of your insurance package.

IF INVOLVED IN A CAR ACCIDENT

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). However, it is strongly suggested to call your insurance company immediately, even for a minor incident – Naples is known for scamming insurance information, especially if they realize you are an expat. Your insurance company will brief you on this matter.

CAR RENTAL

Avis Rent a Car, along with Sixt, Hertz, and Europcar, are one of the most popular car rental companies.

Please note, that you will pay a premium for an automatic vehicle.

Local car rental companies:

- **Avis Rental Car Capodichino Airport**
Tel: 081 780 5790
Reservations: 199 100 133
- **Bulian Car and Body Shop (JFC Motor Pool)**
Tel: 081 721 2696
- **EUROPCAR Car Rental US Support Site**
Tel: 081 811 4172
- **Giuseppe Romano (Lago Patria)**
Owner: Joe Via Ripuarua 399
Tel: 081 839 1031
- **Gricignano Autoport (US Naval Support Base)**
Located behind the bowling alley
Tel: 081 811 6584
Tel: 347 241 1095
- **Luciano De Feo (Lago Patria)**
Via Madonna del Pantano 72
Tel: 328 465 1084
Email: lufly@live.it
Used regularly by the Canadian community. He will come to you if your car breaks down and bring you home.

PUBLIC TRANSIT

Public transportation in Naples consists of a bus, a metro, a tram system, and a small number of funiculars. Unico Campania is the ticket administration system, as each leg of

transit is managed by a separate company. Tickets are available to travel within Naples and between surrounding towns and are sold at automated ticket stands in the transit stations.

TAXIS

Naples has a large number of taxis operating 24 hours a day. The best advice is to negotiate the fare with the taxi driver before starting your journey. Authorized taxis are yellow and white and have meters that are programmed to show the basic current fare.

In addition to the basic fare, there are surcharges for, among things, night service (between 22h00 and 07h00), suitcases and/or trunks, and holiday service.

There is also a surcharge for calling Radiotaxi (570-7070 or 556-4444).

Only one total fare should be paid regardless of the number of passengers.

Taxis crossing city limits will charge double fare.

Expect the taxi fare between Capodichino Airport and JFC Naples in Lago Patria to be around 65 Euros.

https://www.napoliunplugged.com/wp-content/uploads/2018/03/Tariffe_taxi_2017.pdf

TRAIN

Italy has an extensive train network and it is a great way to get around and see the countryside. Between major cities on the mainland there are le frecce, ("the arrows") the high-speed trains. These travel at 300 km/h, are comfortable, and usually very punctual. They are quite expensive though. Their slower counterparts (regionale veloce, regionale and intercity trains) are much cheaper but you are not always guaranteed a place to sit and trains are often delayed.

Napoli Centrale (Naples Central Station) is the main railway station in the city of Naples and in southern Italy. Napoli Afragola is the station closest to the JFC NATO Base and offers safe and secure parking.

For more information, including schedules: www.trenitalia.com or www.thetrainline.com

BUS

Naples downtown has an extensive bus system that can seem overwhelming at first but it actually quite easy to use, although the buses are often overcrowded. Most bus stops list all the places that bus will go. Note that if more than one bus services a stop, you are expected to flag the driver down. Buses don't stop automatically at every stop, you must request the stop by pushing the "Fermata" button on board. Tickets are validated on board.

HOUSING

LOCATION

U.S. Naval Support Activity (NSA)

Naples, Italy



SUPPORT

Upon posting notification, a sponsor will be appointed and he/she will contact you as soon as possible. His/her mission is to assist you in every way possible in getting settled in the European / Italian / Naples environment. The sponsor assumes the responsibility of effecting liaison with you in Canada and providing general information on life in Naples. The importance of constant liaison with your sponsor cannot be over-emphasized.

Your sponsor will maintain ongoing contact through the months leading up to your move. Sponsorship is a family affair and where appropriate, the sponsor's spouse will help. Your sponsors have already been through the arrival and settling process, and will be receptive to and aware of your needs. Sponsorship is a critical component of your posting to Naples that will ensure the successful integration of newcomers into the local area.

Naples is a unique place, your sponsor will be devoting much time and energy to making your adjustment to the area as painless as possible.

He/she will make all arrangements in regards to your HHT and be available to answer any questions you may have.

He/She will ensure that your HHT is completed with minimal difficulty prior to your departure from Naples and will assist in securing temporary accommodation while you await your Households Goods and Effects (HG&E).

Your sponsor may also arrange commercial accommodation for you. Be sure to communicate your requirements well in advance of your arrival and follow up with a message confirming your intentions and a firm ETA.

The Canadian Housing Coordinator supports all Canadians posted to Naples in the process of setting up appointments with realtors, housing rental contracts and any ongoing coordination between landlords and tenants. During your HHT you will want to select several houses that may suit your needs, and prioritize them in the order of preference.

At the end of your HHT, after the final choice has been made, you will have to sign a Power of Attorney authorizing your sponsor to sign your lease on your behalf.

Your Sponsor will then provide the Housing Coordinator with all information about the new accommodation and follow up throughout the whole housing process, to ensure the contracting procedures continue to move forward smoothly.

Before coming to Italy on your HHT, you and your dependents must obtain a "Codice Fiscale" from the Italian Embassy. The Codice Fiscale is the Italian equivalent to a Canadian SIN, which is required to rent a house, open a bank account, set-up a local cell phone, etc.

You are strongly urged NOT to plan an HHT during a week with a designated Italian or American holiday.

If you have any questions about sponsorships and housing, do not hesitate to contact the CFSU(E) Det Naples Housing Coordinator, Mario Pandolfi, at Mario.Pandolfi@forces.gc.ca

GENERAL

Building standards are not comparable with Canada. Houses are not built to withstand dampness and don't have exterior ventilation fans; therefore, periods of heavy rain are sometimes followed by mold growing somewhere in the house, but this is normally confined to areas around doors and windows, and basements. Furthermore, bathrooms can also develop mold if one does not open windows during bathing given the lack of exterior ventilation.

Generally, rooms are large and have high ceilings.

Floors are usually made of ceramic tile or marble and it is advisable to include throw rugs with your HG&E shipment or purchase them after arrival as the tile floors are cold in winter.

Central heating is available in most modern structures, but it may be unreliable and have to be supplemented by additional space heater(s) during cold weather. Open log or pellet burning fireplaces are common.

Houses are mostly classified as three-bedroom, although even a three bedroom home may have spare rooms that may be used as bedrooms.

It is important to note that some houses do not have the following items: stove, refrigerator, washer, dryer, permanent light fixtures and bathroom accessories including shower rods/curtains, toilet roll holders, medicine cabinets, toilet seats and closets.

It is strongly suggested that when negotiating the house contract, the stove, fridge, washer and dryer be provided by the landlord and included in the contract.

Regarding AC units, if the house you are seeking does not have AC units, in particular in bedrooms, it is recommended you negotiate with your landlord the installation of permanent AC due both to comfort during the hot weather period but equally for improved security to enable you to "secure" your home for the night by closing/locking windows.

Remember that it is unethical to use your rental ceiling as a means of negotiation.

Finally, an alarm system should be installed and operational. It is also strongly recommended that the alarm system be connected with a 24 hours security monitoring agency and included in your house contract.

Electrical Power.

Reliability, number of power outages, power frequency and voltage variations, should all be investigated. Italian minimum entrance is 3KW, but it can be upgraded to 6KW or 10KW. A 3KW service severely limits the usage of electrical appliances. You cannot use multiple electrical appliances concurrently, or a clothes dryer on its own since its power requirement exceeds what is supplied. Minimum recommended for Canadians is 6KW with 10 KW being the optimal solution. Upgrade fees can range from 300 to 400 Euro. This is definitely an item to be negotiate with the landlord prior to signing the contract as these extra fees will not be reimburse by the CFSU(E) Det Naples after the lease signing.

You must specify in your contract that a minimum of 6KW service is the responsibility of the landlord and must be done prior to taking possession of the house.

Cleanliness of Neighbourhoods.

The Naples area is not known for its cleanliness. Some areas can be very noisy at night and stray dogs and cats tend to be a common occurrence. There could be a sewage treatment plant nearby; its exhaust may not be filtered and the aroma can be overpowering. In the proximity of the Solfatara Volcano (Pozzuoli), the volcanic sulphur smell can also be strong in a still wind period, but it does not last very long (minutes). Extreme dust makes it very difficult to keep the house clean. It is common practice for locals to dispose of garden and field remnants through burning. Door-to-door garbage pick-up for individual houses or central collecting points for Parcos is available in most locations. Notwithstanding common garbage points, garbage is deposited almost everywhere by some members of the general public which does detract from the beauty of the environment.

Proximity to Shopping.

There are a number of shopping malls that maintain operating hours like that of Canadian merchants. Some of these malls include the *Parco Commerciale Grande Sud* (formerly known as *Auchan*, on the route to the US Support Site), *Quarto Nuovo* in Quarto, the *Campania Mall*, and the *Vulcano Buono Mall*, to name only a few.

Small store hours are normally 0900 to 1300 hrs and 1700 to 2000 hrs Monday to Saturday, and they may, or may not, be open on Sunday mornings.

Those choosing to live in Naples, Pozzuoli, or Monte di Procida will find that the small store dynamic is more common. Most small stores close for at least two weeks in August, and some of them will close for up to a month.

Parking can be at a premium in highly congested areas, and there may be a fee. Though seen less and less, you might find yourself confronted by a self-appointed individual at some locations who will vouch to keep an eye on your vehicle. Refusing to pay a nominal amount (€1) could lead to vehicle damage or theft.

CANADIAN FORCES SUPPORT UNIT (CFSU(E))

CFSU(E) Naples support element would be the contact for various administrative support requirements.

Officer Commanding	+ 39 (0) 817 212 387
Canadian Element Naples	+39 (0) 81 721 2376 +39 (0) 81 721 3276
HR Supervisor/Chief Clerk	+39 (0) 81 721 3261
Housing Coordinator Naples	+39 (0) 81 811 4466
Housing Officer in Germany	+49 (0) 2451 717 157

MFS(E) CENTRE

Your MFS(E) Centre, also called Villa Maple Leaf, is in Lago Patria, a neighbourhood in Naples, Italy and serves local families, as well other remote locations throughout Italy. The Centre offers Community Orientation, Information and Referral Services, Coffee Mornings, Lunch and Learns, Craft Sessions, off-site excursions and more! Child and Youth group activities, Travel Forums, French Coffee Mornings, and Employment Workshops are some other 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

In Italy, unless specified in the lease, the tenant is responsible for all repairs to supplied appliances, including failures due to fair wear-and-tear.

You will find that your appliances are often smaller than what you are accustomed to in Canada. Many of your cooking/roasting pans may not fit inside the ovens in Italy. Cooking stoves are gas operated.

The washer and dryer are often much smaller and are often in the kitchen area. This can pose problems for washing typical Canadian bedding. A load can take up to two hours to dry, and most are not vented to the exterior of the house. They usually have a condenser, which has to be emptied periodically throughout each drying cycle.

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.

Remember you can bring your North American lamps with you, all they need is a plug outlet adapter and European bulbs and they can be used in your new home. If you do not use European bulbs be ready to hear a very loud pop when the bulb burns out within moments of turning on the lamp that is using a North American bulb.

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.

A Comparison of UK, EU & US Mattress Sizes

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

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 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.wholesolar.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

It is recommended to open a Euro (€) bank account in the community of your residence. Monthly financial transactions in Euros will be made to and from this bank account, such as rent payments, pay, invoices, miscellaneous, fees, etc.

Some of the most popular banks with expats include the following:

- *Intesa Sanpaolo*
- *Banco di Roma*
- *Banca Nazionale*
- *Banca d'Italia*
- *Banca Commerciale Italiana*

The Intesa Sanpaolo branch on JFC Lago Patria speaks English and can assist you with your Italian banking needs and problems (unfortunately they do not guarantee to speak French).

Bank accounts are offered to Canadians, as well as house insurance.

Be sure to clearly request enough bank cards and /or for a credit card account.

In Europe, not all online services accept a debit Master Card, which is offered by Banco di Napoli, so having a credit card will help with advance travel reservations.

OPEN A BANK ACCOUNT

You'll be pleased to hear that opening an account is a relatively simple process, even for those who haven't yet obtained residence status. You will need to go along to your bank of choice with the following documentation:

- *Passport*
- *Codice fiscale*
- *Proof of address i.e. recent utility bill*

When choosing a bank, be sure to select an account that offers Internet banking, and a debit card, because these facilities will make it easier to manage the account.

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:

Carolyn Turner Carolyn.turner@forces.gc.ca

Alisa Hanrahan 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.

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

Most childcare services are by word of mouth and MFS team can assist with referring childcare providers.

The US Naval Support Site in Gricignano has a Child Development Center for preschool. They prioritize American families therefore it would be advisable to contact the center to understand if there is availability.

CDC email contact : MWRNAPLES_CYP@eu.navy.mil

RESOURCES

MFS(E) WEBSITE

<https://cfmws.ca/Europe>

MFS(E) FACEBOOK PAGE

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

MFS(E) YOUTUBE CHANNEL

www.youtube.com/channel/UCbQXCBqcVYvLZhDj0a37h8Q

CFMWS WEBSITE

<https://cfmws.ca>

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 (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: <https://cfmws.ca/support-services/family-information-line>

THE NAPLES CANADIAN COMMUNITY FACEBOOK GROUP

The Naples Canadian Community Facebook page is a closed group. You can request to join or contact the MFS Community Services Manager for assistance.

TRAVEL ADVISORIES

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