

AUSTRIA

HANDBOOK



Military Family Services Europe / MFS(E)

Riga-Remote Team

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www.cafconnection.ca / www.connexionfac.ca



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TABLE OF CONTENTS

GREETINGS FROM YOUR MFS(E) RIGA-REMOTE TEAM	
.....	ERROR! BOOKMARK NOT DEFINED.
European Advisory Committee	3
Using This Guide	3
SOME HELPFUL RESOURCES	5
OVERVIEW OF AUSTRIA	6
Maps	6
Geography/Politics	7
Climate	7
Languages	8
Religion	8
Cost of Living	9
Canadian/Expat Community	9
Cultural Nuances, Etiquette and Traditions	9
FOOD	10
Public Holidays	10
News.....	11
BEFORE YOU COME.....	12
EMERGENCY INFORMATION	14
Public Safety and Security.....	14
Emergency Contacts.....	14

Date published: 20 June 2019

Date revised: 22 April 2020

GETTING SETTLED 15

Making Phone Calls	15
Calling Within Europe.....	15
Calling Outside of Austria	15
Calling Canada from Austria.....	15
Calling Austria from Canada.....	16
Some Country Codes:	16
Summary:.....	16
Toll Free and Charges for Calls	16
Where to Live.....	17
Houses and Realtors.....	17

BASE INFORMATION 19

Housing.....	19
Religious Services	20
Post Office	20

TRAVEL & TRANSPORTATION 20

Subsidized Travel.....	20
NON-UNIT Fund and CANEX/SISIP Grant.....	20
Air Travel.....	21
PORTS.....	21
Public Transit	21
Trains & boats	22
Taxis.....	22
Hotels	22
Travel Advisories	22

ADMINISTRATION 24

Banking.....	24
--------------	----

Local Currency: The Euro	24
Bank Accounts and Financial Considerations.....	24
Bank Cards / Credit Cards	25
Online Banking Payments – IBANs, BICs, and TANs	25
Money Transfer	25
Insurance	25
CRA and Residency Status for Spouses/Dependents.....	26
Child Benefits	27
Pets	28

POSTAL SERVICES..... 29

Personal Mail.....	29
Canadian Forces Post Office	29

HEALTH SERVICES 30

General	30
Emergency Numbers	31
Hospitals	31
Pharmaceutical Services	31
Dental Clinics	32
Social Services	32
Social Worker	32
Padre.....	32
CAF Member Assistance Program.....	33
Family Information Line	33
Local Resources	33
A. A. Meetings	33
Great West Life / Allianz	34
Dental Claims	34
Medical Claims	34

ON THE ROAD..... 35

General	35
Driver's Licence	35
Information on Driver's Licence in Canada and Renewal	Error! Bookmark not defined.
Roadworthiness Test / Safety / Car Insurance.....	36
Vehicle Registration.....	38
Emission Sticker	38
European Green Zones.....	38
Items in Your Car.....	39
Biking/Moped	39
Motorcycles.....	39
Parking.....	40
Tolls.....	40
Driving Speed.....	40
Speed Cameras.....	40
Safety Belts and Child Seats.....	41
Mobile Phones	41
Winter Tires	41
Alcohol and Narcotics	41
Roadside Assistance / If Involved in a Car Accident	41
Buying or Selling a Car	42

AROUND THE HOUSE 43

Internet/Television/Mobile Phone	43
Electricity	43
Transformers	45
Utilities.....	45
Appliances	46
Beds	46
Water Quality	46

Garbage and Recycling	46
Metric Conversion	47

EMPLOYMENT **48**

Working for Military Family Services (MFS) or Personnel Support Programs (PSP) ..	48
Spousal/Dependent Employment Assistance and Education.....	48
Job Postings.....	49
Local Employment.....	49
Adult Employability Program.....	49
Volunteering	49
Youth Employment Preparation Program	49

EDUCATION..... **50**

Schools	50
International School	50
Immunization	51
Distance Education.....	52
Children’s Education Management (CEM).....	52
Scholarship and Bursary Information	52
Post Secondary Education	53
Local Institutions.....	53
Canadian Institutions.....	53

ENTERTAINMENT & LEISURE..... **55**

Family Life and Recreation	55
Local Attractions	55
Cinemas	56
Concerts	56
Sports & Athletics	56
Dining Out	56
Tipping	56

SHOPPING 57

Good references to have: **Error! Bookmark not defined.**

General Shopping Tips..... 58

 Local Store Hours/Sunday/Holiday Shopping 58

 Public Washrooms 58

Groceries 58

GENERAL SHOPPING **Error! Bookmark not defined.**

Clothing Sizes 58

VAT Free Shopping..... 59

LOCAL SERVICES 59

Dry Cleaning 59

Barber and Beauty 59

Library 59

Childcare 60

PETS & Pet Care 60

IN CLOSING 61

USEFUL LINKS 62

Telephone: 62

From outside Canada..... 62

 From inside Canada (non-passport-related) 62

 Emergency passport services within Canada (weekends and statutory holidays)
 63

SMS:..... 63

TTY:..... 63

Community Facebook Groups 63

USEFUL TRANSLATIONS & PHRASES 64

Basic Words, Phrases and Questions.....	64
Numbers.....	65
Phrases for Emergencies	65
Ordering in a Restaurant.....	65
House Hunting.....	66

Greetings From Your MFS(E) Riga-Remote Team

Your Military Family Services Europe / MFS(E) team wishes to congratulate you and your family on your OUTCAN posting. We would like to be the first to welcome you all to Europe! Did you know that your MFS(E) Riga-Remote team supports more than **350 members, spouses, and children posted to 16 countries** throughout Europe?

MFS(E) is here to facilitate a smooth integration for you and your family into your new posting, whatever your family unit may look like. We serve everyone from single members to blended families, so please make sure to ask us how we can best help you.

As you and your family begin the transition to Europe, MFS(E) is here to assist you along the way. Throughout your posting, you can expect phone calls, e-mails, virtual programming, as well as workshops for your spouse and children. We also send crafts and packages in the mail!

This Handbook is a living and dynamic document. Once you are settled, we would welcome your input in order to keep it relevant and current. We would like to extend our sincerest THANK YOU to our volunteers, for providing us with most of the information and for sharing their experiences and suggestions as to how to make the location guides as complete as possible.

Our website (www.cafconnection.ca) can be a useful resource for your transition overseas, as it provides information that is location and country specific and provides links to current MFS(E) newsletters, programming, and even overseas job postings for spouses.

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

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

This is your opportunity to connect with other Canadian families going through a similar transition to Europe. If there is any wisdom we can pass along to you from the get go, we encourage you and your family to build a strong support network while you are in Europe. MFS (E) is your key resource to getting in contact with others and to share your experiences and your insight.

Once you have arrived and settled at your new location, MFS(E) will provide you with a welcome package containing information specific to your location and to your unique family dynamic. Your package will be sent to you in the mail, either to your home address or your embassy / consulate (please make sure it is approved by the Embassy first!). Also, please make sure you keep us informed of your contact information, an updated telephone number and e-mail address is greatly appreciated.

If you have any questions about living in Europe or if you wish to know what your MFS(E) team can do to help you and your family, in all shapes and forms, please contact one of our staff members bellow, or e-mail us directly at: MFSE.RigaRemote@cfmws.com

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

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

Best Regards,

Your MFS(E) Riga/Remote Team



European Advisory Committee

The Military Family Services (Europe) (MFS(E)) Advisory Committee (AC) is a group of volunteers representing Canadian Armed Forces (CAF) families and communities across Europe. The AC works to enhance MFS(E)'s capacity to implement family programs and services to all Canadian military families regardless of where they are located in Europe.

As a group of volunteers, the AC is not authorized to act as decision-makers or policy-makers. Their primary role is to provide advice to the Senior Manager MFSP Europe about the needs of the community and to evaluate the effectiveness of the program.

CAF members (in a non-official capacity), and their civilian spouses/partners and dependents (18 years or older) are eligible to volunteer for the AC. Fifty-one (51) percent of the voting membership must be civilian family members of CAF members. Members representing a particular region must reside in that region at the time of recruitment and must have the support of their local CAF Commander.

The MFS(E) AC meets on site at the Canadian Forces Support Unit (Europe) in Geilenkirchen, Germany once a year, usually in the winter. All other meetings, usually held every second month, are conducted on-line. No special computer equipment or program required but reliable internet is required. If you have any questions or would like to discuss this opportunity further, please see the [website](#).

USING THIS GUIDE

Moving around in the guide:

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

Several of the websites referenced in this guide will be in a language other than English.

There are a couple of options to obtain the information in English:

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

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

- *Our Handbooks heavily rely on the time, energy and experiences of our families posted to Europe. For that reason, some sections may be more complete than others.*
- *Please let us know of any errors or omissions and we will update them in the next edition.*
- *If there is a topic you'd like added to the next edition, do not hesitate to let us know.*

You can contact us at:

MFSE.RigaRemote@cfmws.com

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

Thank you for your cooperation and attention in this matter.

SOME HELPFUL RESOURCES

Please be sure to connect with us online for the latest programs and services being offered:

MFS(E) Website

- <https://www.cafconnection.ca/Europe/Home.aspx>

MFS(E) Facebook Page

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

MFS(E) YouTube Channel

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

CAF Connection Website

- <https://www.cafconnection.ca/National/Home.aspx>

Employment Opportunities while in Europe

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

My Voice/Ma Voix

- *MyVoice is a closed Facebook group open only to the Canadian military community. MyVoice is a place for you to communicate with Military Family Services (MFS). The group is a safe place to discuss your experiences as a military family and offer feedback about your military lifestyle. :* <https://www.facebook.com/groups/MyVoiceMaVoix/>

Family Information Line (FIL)

The Family Information (FIL) is a confidential, personal, bilingual and free service offering information, support, referrals, reassurance and crisis management to the military community. We serve Canadian Armed Forces members, Veterans and their families- immediate and extended.

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

or toll free in Europe 00800 7711 7722

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

OVERVIEW OF AUSTRIA

MAP



Overview of Austria:

Capital: Vienna

Language: German, Hungarian and Slovene

Border Countries: Germany, Czech Republic, Slovakia, Hungary, Slovenia, Italy, Switzerland and Liechtenstein

Population: 8,857,960 people

Area: 83,879 km²

Time Zone: UTC+1 (CET) Summer (DST) UTC+2 (CEST)

Climate: Ranges between cool/temperate zone where humid westerly winds predominate.

Currency: Euro

Government Type: Federal parliamentary republic

Members of: EU, NATO, OECD, OPEC, OSCE

Country Code: AT

Calling Code: +43

Internet TLD: .at

GEOGRAPHY/POLITICS

Austria is a mountainous country due to its location in the Alps. Austria has boundaries with many countries including: Germany and Czech Republic from the North, Slovakia and Hungary from the East, Italy and Slovenia from the South and Switzerland and Liechtenstein from the West.

62% of the territory is occupied by the Eastern Alps. According to the World Wild Fund, the Austrian territory can be subdivided into four eco-regions: the Central European mixed forest, Pannonian forest, Alps conifer and mixed forest and Western European broadleaf forest.

Population:

Fairly even population distribution throughout the cities and the rural area, but somewhat greater concentrations in the capital. The most recent population estimation for Vienna (2017), places the population at 1,868,000.

CLIMATE

The wooded slopes of the Alps and the small portion of the plains of southeastern Europe are characterize by differing climatic zones. The prevailing wind is from the West, and, therefore, humidity is highest in the West. The wetter western regions of Austria have a Atlantic climate and the Eastern regions are more under the influence of the more continental type of climate with less precipitation.

The median temperature ranges are -1°C in January and 20°C in July for the lowlands. In those regions above 10,000 feet, the temperature range are more between -11°C in January and 2°C in July.

Geography: Mostly mountains

Geographic coordinates: 47°20 N, 13° 20 E

Land Area

- *Total: 83,879 km²*
- *Agricultural land: 1 259 hectares*
- *Country comparison to the world: 114*

Elevation

lowest point: Neusiedler see 115 m

highest point: Grossglockner 3,798 m

Natural Hazards : There is a risk of avalanches, especially following heavy snowfalls, and some have resulted in deaths. Be particularly careful in the alpine areas of Salzburg, Styria, Tyrol and Vorarlberg.

Heavy rains may occur in the spring and summer, sometimes resulting in flooding and mudslides.

Information retrieved from : <https://travel.gc.ca/destinations/austria>

LANGUAGES

The official language of Austria is German. Some people also speak Hungarian, Slovene, Burgenland and Croatian. It is generally easy to be served in English in Vienna and in some of the larger cities in Austria. Most Austrians will have a functional understanding of English. French speakers are not very common.

Learning the Language

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

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

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

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

or contact your Virtual Programs Coordinator for more information.

RELIGION

An estimated three-fourths of Austrians are Christian and a majority of them are Roman Catholic. There are smaller groups of Protestants (Lutherans) and Orthodox Christian, as well as people of other faiths. More than one-tenth of the population is non-religious.

COST OF LIVING

In 1999 Austria was among the first European countries to adopt the EURO as its official currency. The overall cost of living in Austria, is a little bit cheaper for a Canadian, but keep in mind the conversation rate between Euro and the CAD dollar.

Rent in Austria is around 55% lower than in Canada (average data for all cities).

However, living in Vienna could be more expensive. Do you research and check out:

<https://www.numbeo.com/cost-of-living/in/Vienna>

For a country cost comparison, please see examples of priced items in Austria here:

https://www.numbeo.com/cost-of-living/country_result.jsp?country=Austria

Keep in mind that most items and services will be more expensive in major cities, such as Vienna, Innsbruck, Linz and Graz.

CANADIAN/EXPAT COMMUNITY

Embassy of Canada

Laurenzerberg 2, (3rd floor)

A-1010, Vienna, Austria

Telephone: +43 (1)531-38-3000

Fax: +43 (1) 531-38-3321

Email: vienn@international.gc.ca

Website: <https://www.canadainternational.gc.ca/austria-autriche/contact-contactez.aspx?lang=eng>

CULTURAL NUANCES, ETIQUETTE AND TRADITIONS

Austria have a beautiful and amazing cultural history. Austria was the birth place for a lot of famous composers such as: Joseph Haydn, Michael Haydn, Franz Schubert, Johann Strauss. The most of the career of Wolfgang Amadeus Mozart was spent in Vienna. There are also many famous Austrian painters, photographers, architects, actors, film directors, authors and novelists that are recognized worldwide.

Cattle procession "Almabtrieb" is an annual event in the Alpine region of Austria. Come end of August / September cattle that usually spends the summer up in the Alps are being escorted down into the valley. The most beautiful part is by far the the colorful decorations

of the cattle. This processions ends with festivities in town-great events that are not to be missed.

Information retrieved from : <https://www.austria.info/en/things-to-do/cities-and-culture/traditions/almabtrieb-cattle-procession>

FOOD

Austrian cuisine is recognized for its well-balanced variations of beef and pork and countless variations of vegetables. Typical Austrian dish included Wiener Schnitzel and Tafelspitz which is a boiled veal or beef in broth served with a mix of minced apple and horseradish. Austrians are known for their hot chocolates and desserts. One of the most famous dessert is the strudel. The Apfelstrudel is one with the apple filling.

PUBLIC HOLIDAYS

Information retrieved from: <https://www.edarabia.com/austria/public-holidays/>

As a predominantly Roman Catholic country, Austria celebrates all the major Christian holidays.

New year's day - January 1st

One Austrian tradition in the new year is the performances of the "Perchten". Located in the Tirol and SalzburgerLand, Perchten are traditional Alpine figures connected to the mythical goddess Perchta. There are a "beautiful" and a "ugly" Perchten who go in the village for chasing the winter spirits.

Easter

Easter in Austria is very colorful and beautiful. You can go to a Easter market and experience the music, the colorful eggs and the special food for that event.

You can find more information about the Easter markets : <https://www.austria.info/en/things-to-do/cities-and-culture/traditions/easter-markets#3518478>

Whit Monday

Is the holiday celebrated the day after Pentecost. Pentecost is a religious holiday observed on the 50th day after Easter in memory of the Jewish Pentecost which took place fifty days after Passover.

Corpus Christi Day

The corpus Christi is a Catholic liturgical solemnity celebrating the real presence of the body and the blood of Jesus Christ. It is a holiday in Austria.

The Assumption Day - August 15th

Every church organizes celebration of the Assumption of the Blessed Virgin Mary (August 15).

National Holiday- October 26th

The Austrian National day celebrated on October 26 and remembers the political developments after World War II .

Christmas Eve - 24 December

The Christmas tree plays a very important role and each town have their own Christmas tree. Traditional tree is decorating with gold and silver and with a lot of different ornaments. You can find nuts, candy, sweet and cookies in the Christmas tree. Around 7:00 pm, on Christmas Eve, the families lit up for the first time their Christmas tree and sing together Christmas carols. One of the favorite is : " Silent Night" by Josef Mohr and Franz Gruber.

Christmas - December 25th and 26th

Following the peaceful Christmas Eve and magical night, comes the joyous, happy and generous Christmas Day (December 25-26). The Christmas spirit permeates every home, the streets and squares, where many concerts, performances, events for the whole family take place

NEWS

The Local

This is an English-language news site that delivers up-to-date local news, politics, economy,

foreign affairs and opinion.

Website: <https://www.thelocal.at>

Austria Times

This news website covers events, happenings and breaking news in the Austria including international news.

Website: www.austriantimes.at

Vienna Review

Online news site covering local news, events and information significant to the city.

Website: www.viennareview.net

BEFORE YOU COME

Things to Consider/Bring:

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

You and your family are all ambassadors for Canada while you are here. You will likely get invited to a neighbour's home or participate in hosting an international night or Canadian social for your military community or spouse's community or your children will have an

international day at their school where they will showcase Canada. If you can stock up on Canadian goodies, they will be a big hit. Everything from the items the local dollar store has for Canada Day celebrations in July to decorations to gifts that symbolize Canada (maple syrup, Aboriginal/Inuit crafts, books, flags, maple leaves, Canada clothing, children's stuffed animals of beavers or RCMP.... get creative!).

Some people really miss their Kraft Peanut Butter, Tim Horton's coffee, Kraft Dinner, Coffee Crisps, real maple syrup or ketchup chips and prefer to bring a bit of a stockpile of comfort food as these items are not available in Europe or you will pay a high premium to be able to get them. Some common cooking ingredients can also be hard to track down so you can either bring graham wafer crumbs or improvise by crushing up digestives. The choice is yours and it is part of the experience. Just as you can't get some of that comfort food you have been used to, you will get to experience all kinds of new and interesting tasty treats while in Europe.

EMERGENCY INFORMATION

PUBLIC SAFETY AND SECURITY

EMERGENCY CONTACTS

Police (Emergency)	133
Ambulance (Emergency)	144
Fire.....	122
General emergency number	112
CFSU(E) Duty Officer.....	+49 (0) 1725 345 900
CFSU(E) Chaplain	+32 (0) 65 44 6179
Embassy of Canada.....	+43(1)531-38-3000

GETTING SETTLED

MAKING PHONE CALLS

Calling Within Europe

Country code Austria: +43

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

<i>+49 - 89 - 343 80 - 14</i>	<i>+49 (89) 343 80 - 14</i>	<i>0049 (0) 89 343 80 - 14</i>
<i>(089) 343 80 - 14</i>	<i>089 / 343 80 - 14</i>	<i>089 343 80 14</i>

The “+49” at the start is the exit code and German 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 (+49).

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

Calling Outside of Austria

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 Austria

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 Austria from Canada

The exit code in Canada is "011"

011 -

Some Country Codes:

Lithuania	370	Italy	39	Switzerland	41
Belgium.....	32	Germany	49	Turkey	90
Czech Republic	420	Latvia	371	United Kingdom ...	44
Estonia	372	Netherlands	31	Austria	43
France.....	33	Spain	34		

Summary:

To dial a number within Austria	0 711 1234567
To dial a Austrian number from elsewhere in Europe	+43 5 249 0950
	or 00 43 5 249 0950
To dial a number outside Austria	+33 121 1234567
	or 00 33 121 1234567
To dial Canada from Austria	00 1 613 5551234
To dial Austria from Canada	011 43 5 249 0950

Toll Free and Charges for Calls

Per minute charges for calls

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

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

0800

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

0900 and 0180 calls

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

WHERE TO LIVE

Vienna is a city of neighborhoods. The Bezirke (districts) of the city are numbered and named, and are often defined by their small pockets that the Viennese call Grätzl. The city gets its multi-faceted personality from its districts that wrap around the 1st district like a snail’s shell, and choosing your district can often define your lifestyle in the city.

If you want more information on the districts, please consult this link :

<https://www.viennawurstelstand.com/article/the-vienna-expat-survival-guide-13-ultimate-tips-for-internationals-moving-to-or-living-in-vienna/>

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

HOUSES AND REALTORS

According to the “Vienna expat survival guide” you need to be prepared to dedicate some serious time to find a house. With over 50% of the city dedicated to state-housing, the private rent market is small and competitive. Finding a Wohnung (apartment) in Vienna in the area you want requires patience and charm (directed at the real estate agent).

Useful vocabulary for apartment hunting in Vienna

Provision = real estate agent’s commission

Kaution = Security deposit

Altbau = a classy old building built before the war

Neubau = modern apartment complexes

Kalt = without gas and water costs in the rent price

Warm = with everything except electricity included in the rent price

Miete = rent

'Befristeter' or 'unbefristeter' Mietvertrag = a Befristeter Mietvertrag is a limited or short term rental contract. A standard one of these is limited typically to 3 years. Unbefristeter Mietvertrag means you can stay in the apartment for as long as you like. Rent will often be cheaper when the contract is befristet.

The top websites to look for an apartment

+ Willhaben

+ Der Standard

+ Immobilienscout24

Information retrieved from : <https://www.viennawurstelstand.com/article/the-vienna-expat-survival-guide-13-ultimate-tips-for-internationals-moving-to-or-living-in-vienna/>

BASE INFORMATION

The families posted to Vienna work at the Canadian Embassy.

Embassy of Canada - Austria

Laurenzerberg 2, (3rd floor), A-1010 Vienna, Austria

General enquiries

General enquiries, questions or comments.

Telephone: +43(1)531-38-3000

Fax: +43(1)531-38-3321

Email: vienn@international.gc.ca

Consular services

We provide consular assistance to Canadian citizens during regular office hours. sos@international.gc.ca offers emergency services after office hours.

Telephone: (225)20-30-07-00

Fax: (613)943-1054

HOUSING

Please speak to your point of contact at the Canadian Embassy for help with housing and rentals. Houses and / or apartments may already be available for different family sizes.

RENTING AN APARTMENT

Please speak to your point of contact at the Canadian Embassy for help with housing and rentals. Houses and / or apartments may already be available for different family sizes.

RELIGIOUS SERVICES

Here's you can find information on religious services and meetings of different religious organizations:

<https://www.wien.info/en/vienna-for/religious-services>

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

POST OFFICE

Austrian Post is the company responsible for postal service in Austria. Austrian post is the largest postal services provider in the territory of Austria. There are 1,802 postal service points and 308 pick-up stations all around the country in 2017. The services provided by Austrian Post are used for sending almost 728 million letters in 2017.

Austria Post Contact Information :

Tel: +43 (0)577 67 0

Email: info@post.at

TRAVEL & TRANSPORTATION

SUBSIDIZED TRAVEL

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

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

NON-UNIT FUND AND CANEX/SISIP GRANT

As a CAF member of Formation Europe, you and your family are members of the European Fund (EF). EF members who are not part of a Unit Fund due to their geographical location

are termed Non-Unit Fund (NUF) members. In order to ensure equitability across Formation Europe, all EF members have the same entitlements; however, certain entitlements are managed differently depending on location. See this link for more information:

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

AIR TRAVEL

There are four major airports in Austria, the largest being the Vienna Airport. The others are Salzburg Airport, Innsbruck Airport, and Graz Airport. The other smaller airports have paved runways are only able to accommodate small, domestic flights. In Vienna, about 70 airlines are operating.

Vienna airport website : <https://www.viennaairport.com/en/passengers>

PORTS

Austria has four ports, Vienna, Krems, Enns and Linz.

PUBLIC TRANSIT

Vienna's comprehensive and unified public transport network is one of the most efficient in Europe. Flat-fare tickets are valid for trains, trams, buses, the underground (U-Bahn) and the S-Bahn regional trains. Services are frequent and you rarely have to wait more than 10 minutes.

Transport maps are posted in all U-Bahn stations and at many bus and tram stops. Free maps are available from [Wiener Linien](#), located in U-Bahn stations. The Karlsplatz, Stephansplatz and Westbahnhof information offices are open 6.30am to 6.30pm Monday to Friday and 8.30am to 4pm Saturday and Sunday. Those at Schottentor, Praterstern, Floridsdorf, Philadelphiabrücke and Erdberg are closed at weekends.

There are transport maps available at tourist offices.

Information retrieved from: <https://www.lonelyplanet.com/austria/vienna/practical-information/transport/getting-around/a/nar/8fcbb843-8427-458c-965a-e691a148e5f3/358656>

TRAINS & BOATS

Vienna's network of S-Bahn and U-Bahn is efficient and very affordable. You can also travel in train all around Austria.

There are also a number of trains from Austria to other neighbouring countries. Traveling by train in Austria is easy, affordable and convenient.

OBB Train Website : <https://www.oebb.at/en/>

Here's the link to a website with a great deal of information about travelling by train in Austria : <https://www.lonelyplanet.com/austria/transport/getting-around/train>

TAXIS

Taxis are reliable and relatively cheap by Western European standards. City journeys are metered; the minimum charge is roughly €3.80 from 6am to 11pm Monday to Saturday and €4.30 any other time, plus a per kilometre fee of €1.42. A telephone reservation costs an additional €2.80. A tip of 10% is expected. Taxis are easily found at train stations and taxi stands all over the city. To order one, contact Taxi 40100 or 60160 Taxi. These accept common credit and debit cards (check before hopping in, though). Uber (www.uber.com) operates in Vienna.

Information retrieved from : <https://www.lonelyplanet.com/austria/vienna/practical-information/transport/getting-around/a/nar/8fcbb843-8427-458c-965a-e691a148e5f3/358656>

HOTELS

Hotels in Vienna are plentiful. Please consult websites such as Booking.com for more information. Booking.com: <https://www.booking.com/city/at/vienna.html>

TRAVEL ADVISORIES

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

Carry a valid Canadian passport, whether you are travelling in any other foreign country. A Canadian passport is the only reliable and universally accepted travel and identification document available to Canadians for the purpose of international travel. When you make purchases with a credit or debit card, your passport will be required to verify your identity.



Exercise normal safety precautions. Ensure that your personal belongings, passport and other travel documents are secure at all times. Keep a copy of your passport identification page, driver's license, train or airline tickets, and credit cards. Safeguard the originals. Be advised that many countries require visas in advance either for official or vacation travel. It is recommended you research the policy for each country prior to travel. For the most updated information please visit: <https://travel.gc.ca/travelling/advisories>

Travel Advisory UK:

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

Travel Advisory US:

<https://travel.state.gov/content/travel/en/international-travel/International-Travel-Country-Information-Pages/Austria.html>

European Commission Country Reports (2019)

<https://travel.state.gov/content/travel/en/international-travel/International-Travel-Country-Information-Pages/Austria.html>

CIA World Factbooks (One Pagers from US)

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

Living Abroad (from Gov.UK)

<https://www.gov.uk/guidance/living-in-austria>

ADMINISTRATION

BANKING

Local Currency: The Euro

In 1999, Austria adopted **Euro** €, as its currency. Euro is divided into 100 **Euro cents**. There are banknotes of 5, 10, 20, 50, 100, 200, 500 and coins of 1, 2, 5, 10, 20, 50 Eurocents and 1, 2 Euro. Euro is used in many European countries and the banknotes are similar everywhere, lacking any Austrian details.

The top banks in Austria are:

UniCredit Bank Austria

Erste Group Bank

RZB Group

BAWAG P.S.K.

Raiffeisen Bank Niederösterreich

OberBank AG

HYPO NOE Gruppe

Raiffeisen-Landesbank Steiermark

Bank that offer service for expats:

Bank Austria

Erste Group Bank

Raiffeisen Zentralbank

Bank Accounts and Financial Considerations

How to open a bank account in Austria: <https://www.b2bpay.co/how-open-bank-account-austria>

Bank Cards / Credit Cards

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

Online Banking Payments – IBANs, BICs, and TANs

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

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

Money Transfer

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

INSURANCE

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

CRA AND RESIDENCY STATUS FOR SPOUSES/DEPENDENTS

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

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

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

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

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

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

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

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

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

Spouses that do not expect to Maintain their Canadian Residency

If you believe that you will be a non-resident of Canada when you leave with your spouse and family for the foreign assignment because your intention, primary ties and secondary ties support your status as a non-resident of Canada, then you should complete Form NR73, Determination of Residency Status (Leaving Canada). The Canada Revenue Agency will

review the information provided in your completed Form NR73 to determine whether or not you will be considered a non-resident of Canada.

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

1. *You will be deemed to have disposed of certain properties that may give rise to capital gains (taxes on gains can be deferred by using Form T1244, Election , Under Subsection 220(4.5) of the Information Sheet Income Tax Act, to Defer the Payment of Tax on Income Relating to the Deemed Disposition of Property);*
2. *You will only be able to create additional RRSP room if you have earned income in Canada;*
3. *You will not be able to contribute to a Tax Free Savings Account; and*
4. *You will be subject to tax of up to 25% on certain payments from Canadian sources, such as investment income (Part XIII tax).*

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

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

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

CHILD BENEFITS

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

Other CEM contacts:

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

General information on Education and Training:

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

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

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

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

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

PETS

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

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

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

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

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

Helpful resources about bringing pets into Europe:

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

<https://www.pettravel.com>

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

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

POSTAL SERVICES

PERSONAL MAIL

Canadian Forces Post Office

Your postal address in Belleville will be:

(name)

RP

PO Box xxxx Stn Forces

Belleville, ON K8N 5W6

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

(name)

RP xx, CFPO xxxx

15 Westwin Ave Bldg 348

CFB Trenton

Astra, Ontario K0K 3W0

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

HEALTH SERVICES

Canadians who live in Austria are covered by the local health care system. You can choose from the publicly funded care or the private health system. Some individuals choose to completely pay for their own care up front. Hospital and clinic can be either state-run or privately run. Health care standards in Austria are excellent.

GENERAL

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

The Health team at CFSU(E) is able to provide support, education, and resources to the CAF community, including remote families. You can contact them at:

+49 2451 717 301

GKMedicalClinic@forces.gc.ca

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

Social Workers

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

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

Pharmacy Services Tel: +49 2451717 308

I Dental Unit Detachment Geilenkirchen

Canadian Forces Support Unit (Europe), Selfkant-Kaseme

Quimperlestrasse I 00, 5251 I Geilenkirchen, Germany

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

EMERGENCY NUMBERS

Austrian's country code (+43)

Police 133

Fire 122

Ambulance 144

Canadian Embassy in Austria: + 43 1 531383000

HOSPITALS

Vienna General Hospital

This is the largest and oldest hospitals in the city.

Address: Währinger Gürtel 18-20, 1090 Wien, Austria

Tel: +43 1 404000

Website: www.akwien.at

Rudolfinerhaus

This is private hospital located in a residential area in Vienna. Their service include gynecology, heart surgery, nuclear medicine and more.

Address: Billrothstraße 78, 1190 Wien, Austria

Tel: +43 1 360360

Website: www.rudolfinerhaus.at

Hospital information retrieved from: <https://www.expatswoman.com/global/austria#health>

PHARMACEUTICAL SERVICES

The German word for pharmacy is Apotheke. Pharmacies in Vienna take turns operating at night and at weekends, and the list of pharmacies open 24 hours on any given day of the week is posted outside each pharmacy as well as at www.apotheker.or.at Medicines can only be purchased at pharmacies and are not available in drugstores (drogerie), and most medicines require prescriptions.

Information retrieved from : <https://www.inyourpocket.com/vienna/Directory/Pharmacies>

DENTAL CLINICS

Top 10 dental clinics and hospitals in Vienna:

https://gcr.org/top/dental/at/vienna/vienna?page=1&per_page=16&sort=score&order=desc

Dental Clinic in GK (for questions concerning CAF members)

I Dental Unit Detachment Geilenkirchen

Canadian Forces Support Unit (Europe), Selfkant-Kaseme

Quimperlestrasse I 00, 5251 I Geilenkirchen, Germany

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

SOCIAL SERVICES

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

Social Worker

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

myriam.chebat@forces.gc.ca

+49 (0) 2451 717 206

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

martin.laferrieresimard@forces.gc.ca

+49 (0) 2451 717 309

Padre

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

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

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

Family Information Line

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

Local Resources

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

A. A. Meetings

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

GREAT WEST LIFE / ALLIANZ

Dental Claims

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

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

Be sure to keep copies of your receipts!

Medical Claims

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

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

Be sure to keep copies of your receipts!

ON THE ROAD

GENERAL

Road conditions are generally good in Austria. Mountain roads are often narrow and covered with snow and ice during the winter. Roads may close due to avalanches in the winter months. Carry tire chains in the car if you intend to use mountain roads.

Information retrieved from : <https://travel.gc.ca/destinations/austria>

DRIVER'S LICENCE

EU and EEA nationals can use their driving licenses in Austria. For foreigners non included in the EU and EEA, you will need an international driving license along with their domestic license.

For detailed information on driving licenses :

www.help.gv.at/Portal.Node/hlpd/public/content/139/Seite.1390000.html

Canadians can apply for an international license before leaving Canada - an International Driver's Permit (IDP). You can get one through CAA before leaving Canada, they are valid for one year so do not forget to renew.

<https://www.caa.ca/travelling/international-driving-permit/>

INFORMATION ON DRIVER'S LICENCE IN CANADA AND RENEWAL

Province	Mailing Address	Phone Number	Internet Site
Alberta	Alberta Transportation Main Floor- Twin Atria 4999-98 Ave Edmonton, AB T6B 2X3	(780) 310-0000 Outside AB: (780) 427-8230	Government of Alberta Ministry of Transportation: Drivers & Vehicles
British Columbia	ICBC Licensing Driver Services Centre 151 West Esplanade North Vancouver, BC V7M 3H9	From Lower BC: (604) 661-2800 Toll Free in NA: (800) 663-3051	http://www.icbc.com/driver-licensing/Pages/default.aspx
Manitoba	Manitoba Transportation Driver & Vehicle Licensing 234 Donald St, Box 6300 Winnipeg, NB R3C 4A4	(204) 985-7000 Fax: (204) 954-5338 or Toll Free in NA: (800) 665-2410	http://residents.gov.mb.ca/re- ference.html?d=details&progr- am_id=304
New Brunswick	NB Department of Transportation 364 Argyle St Fredericton, NB E3B 1T9	DPS- MSP.Information @gnb.ca	http://www2.gnb.ca/content/ gnb/en/services/driving_and_ vehicles.html
Newfoundland & Labrador	Motor Registration Division Department of Government Services PO Box 8710 St. John's NF A1B 4J5	(709) 729-4834	http://www.gs.gov.nl.ca/drive- rs.html
North West Territories	Government of NWT Department of Transport 5003 - 49th Street, Yellowknife NWT X1A 2L9	(867) 873-7487 Fax: (867) 669-9094	http://www.dot.gov.nt.ca/_liv- e/pages/wpPages/issuingoffic- es.aspx
Nova Scotia	Nova Scotia Registry of Motor Vehicles 300 Horseshoe Lake drive Bayers Lake Business Park Halifax, NS B3S 0B7	(902) 424-5851 Toll Free in NA: (800) 898-7668	http://www.gov.ns.ca/snsmr/ access/drivers.asp

Province	Mailing Address	Phone Number	Internet Site
Nunavut	Motor Vehicles Division Department of Economic Development & Transportation Box 1000 Station 1575 Iqaluit, NU X0A 0H0	Toll Free: (867) 975-7800	http://www.gov.nu.ca/programs-services/vehicle-registration
Ontario	Ministry of Transportation Licensing Admin. Office 77 Wellesley Street West Ferguson Block, 3rd Floor Toronto, ON M7A 1Z8	(416) 235-2999 Toll Free: (800) 387-3445 Fax: (416) 235-4414	http://www.mto.gov.on.ca/english/dandv
Prince Edward Island	Prince Edward Island Depart. of Transportation & Public Works PO Box 2000 Charlottetown, PE C1A 7N8	(902) 368-5228 Fax: (902) 368-5236	http://www.gov.pe.ca/tir/index.php3?number=20138&lang=E
Quebec	Societe de l'Assurance Automobile de Quebec P.O. Box 19600, Terminus 333 blvd. Jean- Lesage Quebec, PQ G1K 8J6	Quebec, PQ: (418) 643-7620 Montreal, PQ: (514) 873-7620 Toll Free in PQ: 1 (800) 361-7620	http://www.saaq.gouv.qc.ca/en/index.php
Saskatchewan	Saskatchewan Government Insurance (SGI), Licensing and Registration Services 2260 11th Avenue Regina, SK S4P 0J9	(306) 775-6900 Toll Free: (800) 667-9868	http://www.sgi.sk.ca/individuals/index.html
Yukon	Gold Creek Building (Old Rogers Video Building) Unit A, 2251-2nd Avenue Whitehorse, Yukon Y1A 5W1	(867) 667-5315 Fax: (867) 393-6220 Toll Free: (800) 661-0408 ext. 5315	http://www.hpw.gov.yk.ca/my/mvdrlic.html
Transport Canada	Transport Canada Tower C, Place de Ville 330 Sparks St Ottawa, ON K1A 0N5	(613) 990-2309 Toll Free: (866) 995-9737	http://www.tc.gc.ca/eng/road-menu.htm

ROADWORTHINESS TEST / SAFETY / CAR INSURANCE

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

VEHICLE REGISTRATION

Registration rules

If you have your main residence in Austria, you may use your car or trailer with foreign number plates only for one month. The one-month period starts when the vehicle is first imported into the country. A temporary removal of the vehicle from Austria does not interrupt this period. A one-month extension is possible if there are convincing arguments as to why you couldn't register your car on time. No further extension is possible.

When the registration periods expires, you have to hand in your registration certificate and foreign number plates to the relevant regional police headquarters or district authorities. From then on, you must use Austrian number plates, for which an Austrian car registration is required. If you fail to register your car on time, you will need to pay penalties.

Information retrieved from :

https://europa.eu/youreurope/citizens/vehicles/registration/registration-abroad/austria/index_en.htm

EMISSION STICKER

Emission stickers are required in Austria.

European Green Zones

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

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

ITEMS IN YOUR CAR

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

- o Proof of identity – certified true copy of passport is always best.
- o Proof of Insurance
- o First aid kit (to include 2 pairs of disposable gloves).
- o Warning triangle
- o Reflective vests for any passengers who leave the vehicle; e.g. when stranded by the side of the road. One vest per seat is required
- o A disposable camera or a small digital camera in your accident kit (optional)
- o International Driver’s License (you can get this from CAA before departing Canada)

Traffic Office in GK:

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

+49 (0) 2451 717 119

+49 (0) 2451 717 136

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

Registrar of Imported Vehicles : Authorization for importation to Canada. <http://www.riv.ca>

BIKING/MOPED

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

MOTORCYCLES

When driving two-wheeled vehicles, the wearing of helmets is compulsory in Austria. While driving, the dimmed headlight must be turned on even during the day. Toll stickers are compulsory.

Information retrieved from : <https://www.austria.info/en/service-and-facts/getting-there-around/by-car>

PARKING

There are different parking zones in Vienna.

<https://www.wien.gv.at/stadtplan/en/grafik.aspx?lang=en&bookmark=6VwWRUE3ykXGtM5GvxgdRu5RplIVn3Cmmkeu25v6MZj6Cg-b-b>

Here is a helpful link to better understand the parking zones in Vienna :

<https://www.wien.info/en/travel-info/to-and-around/parking>

TOLLS

Highway travel requires that you purchase an autobahn vignette (similar to a toll) sticker. You must affix the sticker to the car's windshield. You can purchase a vignette at all major border crossing, major gas stations and small tabak (tobacco) shops located throughout Austria. Failure to comply can result in heavy fines that you must pay on the spot.

Information retrieved from : <https://travel.gc.ca/destinations/austria>

DRIVING SPEED

- *50 km/h in town*
- *100 km/h in Open Road*
- *130 km/ in Motorway*

Speed Cameras

Austria does use speed cameras.

SAFETY BELTS AND CHILD SEATS

It is mandatory to wear seat belts in Austria. Children under 12 years old and less than 1,50m in height must use special belts adapted to their size.

Information retrieved from : <https://www.austria.info/us/basic-facts/getting-there-around/austria-by-car/driving-regulations-in-austria>

MOBILE PHONES

It is prohibited to use a mobile phone while driving without "hands free" equipment.

WINTER TIRES

Winter tyres are compulsory on cars from 1 November to 15 April.

Alternatively, all-season tires are also acceptable during the winter season. **Snow chains** are not required but must be carried in areas under advisory. Snow chains on summer tires – as an alternative to winter tires - are only accepted if the entire road is heavily covered with snow and no damage to the road is caused by the snow chains. These winter provisions are strictly enforced and control points are common.

Information retrieved from : <https://www.austria.info/us/basic-facts/getting-there-around/austria-by-car/driving-in-winter>

ALCOHOL AND NARCOTICS

The legal limit for drivers is 0,5 mil of alcohol in your system in Austria.

ROADSIDE ASSISTANCE / IF INVOLVED IN A CAR ACCIDENT

Traffic accidents involving injury to persons must immediately be reported to the police: accidents involving material damage must only be reported when mutual identity has not been established. The ÖAMTC and ARBÖ Automobile Club operate a 24-hour emergency breakdown service, which may be utilized by anyone (non-members must pay a fee)

Information retrieved from: <https://www.austria.info/en/service-and-facts/getting-there-around/by-car>

BUYING OR SELLING A CAR

Selling a Car

Whenever your car changes hands, even if only for scrap, and the new owner does not have NATO SOFA privileges, this transaction must **first** be reported to Customs. VAT and /or Customs duties may be payable on the present value of the car. Customs can only assess the present value when they see the car. You can either drive the car to the Customs office, or arrange for Customs to view the car at its present location. If it is no longer movable, there will be an extra fee for this. Customs can levy applicable charges against the seller or the buyer. Who ultimately pays depends on the deal you arrange – preferably in writing – with the new owner.

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

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

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

AROUND THE HOUSE

INTERNET/TELEVISION/MOBILE PHONE

INTERNET

Different internet providers are available. Here's a link to a list of providers in Austria:

<https://isp.today/en/list-of-all-services/AUSTRIA>

Voice over Internet Protocol (VoIP) Phones

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

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

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

ELECTRICITY

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

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

Dual Voltage

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

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

Single Voltage

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



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



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



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

Transformers

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

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

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

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

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

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

UTILITIES

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APPLIANCES

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BEDS

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

WATER QUALITY

It is safe to drink tap water in Vienna, Austria. The tap water quality in Vienna exceeds the federal health-based drinking water standards. Vienna's water runs from the mountain springs in the Styrian/Lower Austrian Alps and reaches the Austrian capital city 36 hours later, without pumps and under the strictest regulations.

Follow the link for more information regarding water quality in Austria:

<https://www.canyoudrinktapwaterin.com/vienna-tap-water/>

GARBAGE AND RECYCLING

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

METRIC CONVERSION

Oven Temperature

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

Cup & Spoon Equivalents

COOKING CONVERSION CHART

Measurement

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

Temperature

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

Weight

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

EMPLOYMENT

WORKING FOR MILITARY FAMILY SERVICES (MFS) OR PERSONNEL SUPPORT PROGRAMS (PSP)

If you want to work for MFS and PSP while in Europe, you should bring the following information with you. It will be required to process your file to obtain the required security clearance to work in Europe. Having this information at your fingertips will speed-up the hiring process:

- *Copy of passport, SOFA or VISA stamp (some of those, you will get in Europe)*
- *Another form of government (federal or provincial) photo ID (birth certificate, Driver's Licence, etc.). If Government photo ID is not available a 3rd piece of photo ID (such as student ID) must be provided*
- *Five years of resident addresses along with proof (mail, bill, T4, etc.). The dates must be five years from the date of filling out the form back exactly five years from that date (i.e.: 24 Oct 2018 back to 24 Oct 2013)*
- *Proof of relevant education and professional qualifications (transcripts, diplomas, etc.)*
- *Proof of previous employment (back 5 years), (work agreements, T4s, etc.)*
- *Two References (names and addresses at least – reference letters are good to have as well)*

SPOUSAL/DEPENDENT EMPLOYMENT ASSISTANCE AND EDUCATION

Our Education, Employment and Training Program Coordinator creates and delivers programs such as the Youth Employment Preparation and the Adult Employability Programs. The coordinator also offers employment and training assistance to working age youth and adult family members. These services include; job search information and tools, career related training and programs, and one-on-one employment assistance (resume writing, cover letter, interview skills).

For information regarding education or employment please contact the MFS(E) Education, Employment and Training Programs Coordinator, Natalie MacLellan at MFSE.EmploymentEducationTraining@cfmws.com.

JOB POSTINGS

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

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

LOCAL EMPLOYMENT

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

ADULT EMPLOYABILITY PROGRAM

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

VOLUNTEERING

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

YOUTH EMPLOYMENT PREPARATION PROGRAM

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

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

EDUCATION

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

Other CEM contacts:

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

General information on Education and Training:

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

SCHOOLS

International School

American International School in Vienna

The American International School • Vienna provides comprehensive opportunities for learners from across the globe. They intentionally nurture students in an inclusive school environment.

Curriculum: American, International Baccalaureate

Address: Salmansdorfer Straase 47, A-1190 Vienna, Austria

Tel: +43 1 40132

Fax: +43 1 401325

Email: info@ais.at

Website: <http://www.ais.at>

International Christian School Of Vienna

The International Christian School of Vienna, provides high-quality, individualized education, equipping students with Christians character to impact the nations of the world.

Curriculum: American, International Baccalaureate

Address: Wagramer Strasse 175, Panethgasse 6a, A-1220 Wien, Austria

Tel: +43 1 251 220

Fax: +43 1 25122 518

Email: office@icsv.at

Website : www.icsv.at

Vienna International School (VIS)

Address: Straße der Menschenrechte 1, 1220 Vienna, Austria

Tel: +43 1 203 5595

Fax: +43 1 203 0366

Email : visinfo@vis.ac.at

Website: www.vis.ac.at

IMMUNIZATION

For an up to date list of required immunizations for your location, please contact our

Community Health Nurse Capt Connie Grant, connie.grant@forces.gc.ca, Tel: +49 2451 717 305.

Canadian Travel Recommendations:

<https://wwwnc.cdc.gov/travel/destinations/traveler/none/austria>

Austria have tick-borne encephalitis in some regions. Canada can't really provide you with the vaccine before your departure but you can go to your medical clinic once you've arrived and ask for it if you need, when in Austria.

DISTANCE EDUCATION

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

CHILDREN'S EDUCATION MANAGEMENT (CEM)

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

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

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

SCHOLARSHIP AND BURSARY INFORMATION

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

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

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

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

POST SECONDARY EDUCATION

An OUTCAN posting can be an ideal time to continue your education, whether through part-time or full-time studies, working towards a degree or certificate, for professional development or taking a special interest course for fun. Studies can be done in person at local colleges and universities or on-line through a variety of institutions.

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

Local Institutions

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

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

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

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

Canadian Institutions

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

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

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

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

For more information on this directory please visit:

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

ENTERTAINMENT & LEISURE

Tourism Austria: <https://www.austria.info/en>

FAMILY LIFE AND RECREATION

Approximately 50 per cent of Vienna is green space. A large part of these green areas are free for public use.

Check out what nature has to offer in Vienna:
<https://www.wien.gv.at/english/environment/parks/>

Vienna is one of the richest cultural hubs for adults. Do not forget the kids- there is plenty to keep them entertained as well!

https://blog.viennapass.com/top-10-things-to-do-in-vienna-with-the-kids/?aid=660&qclid=EAiaIQobChMIrcDT-dOR5wIVBJyzCh2U4QGrEAAYAiAAEgJuVPD_BwE

LOCAL ATTRACTIONS

Visit the Belvedere in Vienna and admire the most important collection of Austrian art from the Middle Ages to the present day. Enjoy a classical music concert performed by the Viennese String Ensemble in St. Anne's Church. Be impressed by the performance of the famous Lipizzaner in a breathtaking location, the baroque Winter Riding School. Visit the Sissi's Palace and discover more about her story at the Schönbrunn Palace. You can also visit the Carriage museum and the museum for kids. See a concert at one of Vienna's finest concert halls and listen to magical works by Mozart and Strauss in the Golden Hall.

Top things to do in Vienna, Austria:
<https://www.getyourguide.com/s/?q=vienna&customerSearch=1&searchSource=2&p=1>

CINEMAS

There are a number of cinemas in Vienna showing films in English or in their original language.

See here for options of cinema in Vienna: <https://www.wien.gv.at/english/environment-leisure/film.html>

CONCERTS

Upcoming concerts in Vienna:

- <https://www.songkick.com/fr/metro-areas/26771-austria-vienna>
- <https://www.viennaconcerts.com>

SPORTS & ATHLETICS

Plenty of opportunities available for sport in Vienna, such as running, inline skating and climbing. Hiking and football are also some of the activities you can do in Vienna.

Apart from the Prater park with its popular running mile, the long Hauptallee, there are numerous other routes and tracks in and around Vienna.

<https://www.wien.gv.at/english/environment-leisure/sports/>

DINING OUT

Top 10 cultural restaurants in Vienna, Austria:

<https://theculturetrip.com/europe/austria/articles/the-10-best-cultural-restaurants-in-vienna/>

Tipping

In Austria, tipping is a common practice especially in taxi rides and restaurants. Generally, the tip amount is less than in North America because most establishments have a service fee.

Tipping at restaurants and bars: Often there is a service fee around 12,5 % added to restaurant bills, but it's normal to round up the total amount. You can also give a gratuity of

5% to 10% for good service. Bartenders expect a rounded-up tip, particularly if they serve at your table.

Tipping tour guides: You can give 1 or 2 Euro at the end of the tour, or more if you are satisfied with the guide's services.

Tipping taxi drivers: Taxi drivers won't expect a tip, but tipping a small amount for good service is up to your discretion. The best way is to round up the total fare.

Tipping hotel staff: Hotels in Austria typically have a service charge, so tips are not necessary. However, you may give porter 1 or 2 euro per bag and the same amount to the hotel maid each day.

Good to know: The tipping practice at Austria can be confusing for tourists. Customers typically pay for their orders and tips the waiter individually. Do not leave the tip on the table; instead give it to the waiter as you pay the bill. Tell the waiter the exact amount you'll pay including the tip. For instance, if it is 32 euro, you can say "35" and hand 40 euro. An easier way is to simply give a rounded up amount and say "danke" (thank you) which means you don't need the change.

Information retrieved from: <https://wonderfulwanderings.com/tipping-in-europe/#Austria>

SHOPPING

All about shopping in Vienna:

<https://www.arrivalguides.com/en/Travelguides/Europe/Austria/Vienna/shopping>

Shopping centers:

<https://www.inyourpocket.com/vienna/Shopping/Shopping-centres?#h>

Best Markets in Vienna:

<https://theculturetrip.com/europe/austria/articles/the-best-markets-in-vienna/>

GENERAL SHOPPING TIPS

Local Store Hours/Sunday/Holiday Shopping

Supermarket weekday opening hours are usually from 8am to 8pm. Other stores generally open later. Stores will close early on Saturdays and remain closed on Sundays. In some touristic area the hours can be different.

<http://www.visitingvienna.com/shopping/opening-hours/>

<https://www.wien.info/en/travel-info/tourist-info/opening-times>

Public Washrooms

In the city-walks map many public toilets are marked with a "WC" symbol. Additionally, you can find some public toilets in most of the metro stations in the inner city. You have to pay approximately ,50 euro for the use. The opening hours change according to the place they are. In some metro stations in the center, the public toilets have longer opening hours.

GROCERIES

The major chains are Billa, Spar, Hofer and Merkur. Be aware that most of the grocery store are closed on Sundays.

CLOTHING SIZES

Women – Dresses

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

Women – Shoes

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

Mens – Suits

US 36 38 40 42 44 46 48

Children – Tops & Bottoms

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

Children – Shoes

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

Mens - Shoes

US 6.5 7.5 8.5 9.5 10.5 11.5 13

UK 36 38 40 42 44 46 48

Europe 46 48 50 52 54 56 58

Mens – Shirts

US 14 15 16 17 18

UK 34 38 42 46 48

Europe 36 38 40 42 44

UK 6 7 8 9 10 11 12.5

Europe 40 41 43 44 45 46 49

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

VAT FREE SHOPPING

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LOCAL SERVICES

DRY CLEANING

You can visit this website for a list of dry cleaners in Vienna.

https://www.yelp.com/search?cflt=dryclean&find_loc=Vienna%2C+Wien

BARBER AND BEAUTY

Here's a site with some suggestions for salons :

https://www.yelp.com/search?find_desc=beauty+salons&find_loc=Vienna%2C+Wien

LIBRARY

For a list of libraries with English books in Vilnius you can visit :

<https://metropole.at/where-to-find-english-books-in-vienna/>

CHILDCARE

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PUBLIC DAYCARE

Parents in Vienna have well-structures network of child-care institutions at their disposal. There is a total of approximately 100,000 places at private and municipal day-care centers.

Half of the day nurseries, kindergartens and after-school centers are operated by the Vienna City Administration. Municipal Department 10 supports many private institutions as well.

To know how to register and more : <https://www.wien.gv.at/english/social/childcare/>

Here is a great website about raising children in Vienna for the expats:

<https://viennafamilynetwork.com>

PETS & PET CARE

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

State Food and Veterinary Service of Austria

<https://www.ages.at/en/ages/basics/>

Headquarter

AGES GmbH

SpargelfeldstraBe 191

1220 Vienna

Phone: +43 50 555-0

Fax: +43 555-22019

IN CLOSING

Your posting to Europe may be one of the most memorable postings you will experience with the Canadian Armed Forces. This experience comes from a combination of your outlook on life, your specific location and your family dynamics. While some revel in relaxed weekends roaming their local area, others are perpetually traveling to various locations otherwise too far or too expensive to discover from Canada.

Through it all, MFS(E) is here to assist you to maximize the good times and overcome any bumps along the way. Our focus is on virtual programming, email and telephone contact and on informational mailings. This may be different than what you are used to, but support is very much available to you, and we await your arrival with anticipation.

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

We have a Military Family Services Europe Facebook page so please take a moment to follow and 'like' the page. It helps get everyone in touch and keep up to date on upcoming events and programs. As this is always a working document and every family's experience is different, we welcome any recommendations to improve this guide. It is your input that helps us to better serve you. We wish you a pleasant posting and we look forward to meeting with you at any of our organized events or programs, or online during one of our virtual programs. Remember we, are only a phone call or email away.

Welcome!

MFS(E) Staff, Advisory Committee & Volunteers



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

USEFUL LINKS

CIA World Fact Book (Lithuania)	https://www.cia.gov/library/publications/the-world-factbook/geos/au.html
Travel Advisory (Gov. of Canada)	https://travel.gc.ca/destinations/austria
Registration of Canadians Abroad	https://travel.gc.ca/travelling/registration
Request Emergency Assistance (Gov. of Canada)	https://travel.gc.ca/assistance/emergency-assistance <ul style="list-style-type: none">• sos@international.gc.ca
Taxation outside of Canada	https://travel.gc.ca/travelling/living-abroad/taxation
Coping with culture shock	https://travel.gc.ca/travelling/living-abroad/culture-shock
Tourism Lithuania	https://www.austria.info/en

Emergency Contacts (Government of Canada)

Email:

- sos@international.gc.ca
- [Emergency contact form](#)

TELEPHONE: FROM OUTSIDE CANADA

- Call the [nearest embassy or consulate](#).
- +1 613 996 8885 (call collect where available)
- [Toll-free numbers in some countries](#)

From inside Canada (non-passport-related)

- 613-996-8885
- 1-800-387-3124 (toll-free from the U.S. and Canada only)

Emergency passport services within Canada (weekends and statutory holidays)

- 1-800-567-6868 (toll-free from Canada only)

SMS:

- 613-209-1233 (carrier charges may apply)

TTY:

- 613-944-1310
- 1-800-394-3472 (toll-free from the U.S. and Canada only)

COMMUNITY FACEBOOK GROUPS

Embassy of Canada to Austria <https://www.facebook.com/CanadainAustria/>

USEFUL TRANSLATIONS & PHRASES

BASIC WORDS, PHRASES AND QUESTIONS

ENGLISH	GERMAN
Yes (formal)	Ja
No (formal)	Nein
Hello	Hallo
Good Bye	Auf Wiedersehen
Good Morning	Guten Morgen
Bye	Tschüss
Please	Bitte
Thank You	Danke
Excuse Me	Entschuldigung
My name is...	Mein name ist
What's your name?	Wie heißt Du ?
Do you speak English?	Sprechen Sie Englisch?
I don't speak much German	Ich spreche nicht viel Deutsch
I don't understand	Ich verstehen nicht
I need some help	Ich brauche Hilfe
What time is it?	Wie spät ist es
How much does...cost?	Wie viel kostet es ?
Where do I find...?	Wo finde ich ...?
Where are the bathrooms?	Wo sind die Badezimmer ?
Do you have...?	Hast du....?
Where is...?	Wo ist....?
Could you please talk more slowly?	Können Sie langsamer sprenchen?
Could you repeat that, please?	Bitte wiederholen Sie?

NUMBERS

English	GERMAN	English	GERMAN
one	Eins	eleven	Elf
two	Zwei	twelve	Zwölf
three	Drei	thirteen	Dreizehn
four	Vier	fourteen	Vierzehn
five	Fünf	fifteen	Fünfzehn
six	Sechs	sixteen	Sechzehn
seven	Sieben	seventeen	Siebzehn
eight	Acht	eighteen	Achtzehn
nine	Neun	nineteen	Neunzehn
ten	Zehn	twenty	Zwanzig

PHRASES FOR EMERGENCIES

English	GERMAN
Help!	Hilfe!
Police!	Polizei!
Fire!	Feuer!
Get a doctor!	Geh zum Arzt!
I am sick.	Ich bin krank.

ORDERING IN A RESTAURANT

English	GERMAN
The menu, please.	Die Speisekarte, bitte.
Do you have a menu in English?	Haben Sie die Speisekarte auf Englisch ?
I'd like....	Ich würde gerne....
Could you recommend something?	Könnten Sie etwas empfehlen ?
Another (beer) please.	Noch ein (Bier) bitte.
The check, please.	Die Rechnung, bitte.
A receipt, please.	Eine Quittung, bitte.

English	GERMAN
Breakfast	Frühstück
Lunch	Mittagessen
Dinner	Abendessen

HOUSE HUNTING

English	GERMAN
House	Haus
Apartment	Wohnung
Rooms	Räume
Bedrooms	Schlafzimmer
Living Room	Wohnzimmer
Kitchen	Küche
Dining Room	Esszimmer
Rent	Miete
Utilities	Dienstprogramme
Parking	Parkplatz