

## Annex C – Survey Question Comments

### Were you satisfied with your transition from Canada to your current location? | Any comments?

The transition to Europe was very difficult, there was support from the gaining unit, but it was still hard. Especially the clearing in process	BELGIUM
Great Sponsor	Belgium
Outcan screening is not well understood by Admin Staff on Canadian side	Belgium
Had previous experience with MFRC.	Belgium
Cross posting in Europe	Belgium
Have been here less than 6 months to form an opinion	Belgium
I feel that we could have had a more relevant sponsor. Also, there should be a "sponsor's checklist" to ensure important points are covered.	Belgium
Our assigned sponsor was not equipped to deal with child issues (Schooling)	Belgium
So many people were in their last year and busy booking trips, so I muddled my way through most things. There were many things overlooked that would have been helpful. For example, at the end of our 2nd year we were invited to take a driver's course. It is available to everyone, but we weren't aware. It would have saved us a lot of parking fines!	Belgium
More assistance to help teenagers adapt at school	Belgium
Information is given to you on first day on who and where to get info/support.	Belgium
Needed more information on Dep Ed and merging US and Canadian school systems	Belgium
Housing needs to hire people that are trained and qualified in this field to be home inspectors.	Belgium
There is very good knowledge available at the MFSE	Belgium
We arrived outside the normal posting season. We therefore missed much of the information that is provided to members since we missed the welcome briefs for newly arriving members.	Germany
Brookfield is terrible.	Germany
We received a lot of support during our transition. I will say that there were certain benefits that we were entitled to that we were not aware of until the next year when new families transitioning in told us about them. Ex. Getting 50% back on electrical appliances if you keep the receipt. I understand that these benefits are documented, however the transition can be very overwhelming and it would be beneficial to be told all the benefits we are entitled to up front.	Germany
hard to find information takes lots of time to google what is needed	germany
As a remote location, there is very little information to help us settle in with our families.	Germany
A few details regarding everyday life was left out during screening and during the posting process that would have made the transition smoother	germany
Having only one day to for the unloading and unpacking of my F&E was challenging physically and emotionally. I felt overwhelmed.	Germany
No child care available at MFRC makes this posting rather challenging	Germany
CAME FROM LAHR N/A	GERMANY
Being a "remote" member means that I can find services but do not receive the same level of support as more concentrated communities.	Germany

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Assistance with many aspects of transition is not laid out for civilian employees	Germany
Since our sponsor had returned to Canada 1 month prior to our arrival and was single, she was not able to answer many of the questions that were specific to a family with children. Additionally some of the information on household staples, (laundry detergent, cleaning supplies) came after we had struggled through the grocery stores several times.	Germany
moved from an OUTCAN to here	Germany
the medical and dental support for dependents is sorely lacking	Germany
negative on all point	Germany
Did not know at the time.	Germany
lack of some key services	Germany
Nous arrivons d'une autre position OUTCAN	italie
Prior to HHT, long periods with little to no information. Would have liked more information to be available on line about the nuances of living in Naples. MFSE website very poor and outdated.	Italy
Finding answers pertaining to education challenging	Italy
The Sponsorship programme here is outstanding	Italy
The Sponsorship programme here is outstanding	Italy
GK was our supporting unit but mid stride they pushed us to Naples, all the admin which I did with GK was lost and I had to complete again. Causing my pay to be delayed 2 months	Italy
Very well informed , once we got to Italy	Italy
Local support was arranged by Canadian families already established. However, there was nothing formalised and all relationships were based on word of mouth and "trial and error" (ie banking).	Italy
Too many issues are left with the member to handle. This is overwhelming.	Italy
Moved from within Europe	Italy
Without embassy support transition would be VERY difficult	Italy
hard to find things for the children to do, i.e. dance classes, Girl Guides, etc	netherlands
This is a remote post. The level of knowledge about this location/ country and its associated challenges within the CAF/CFSU(E) is less than fullsome.	Poland
Could have been a lot easier if Germany realized that there were people posted to Poland	Poland
We hired a relocation company and they were a Godsend. They are now hired by the military for support and I have been very happy with their services.	Turkey
Rushed	UK
The administrative support was less than adequate in Canada	UK
From my previous OUTCAN experience, there seems to be much higher reliance on proactivity of the families on 'figuring things out'. Accomodating to London and UK way of life could easily be facilitated in a package i.e. congestion charge warning, parking way ahead, public transit, groceries...	UK
We found that the entire screening and posting process was very much "self help" -- people would help if you reached out but you had know who to contact intuitively.	UK
Tried to get advise about claiming Employment Insurance but find a gaping	UK

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hole for this posting. It was a very stressful move	
Not applicable, came from Germany	UK
Need a sponsor for spouses to introduce domestic stuff	UK
Issues with the insurance company, excluded.	UK
Det UK did not provide adequate support.	UK
Administrative support from both the high Commission and CFSU(E) in making the transition has been less than expected. For a unit that has been operationing for many years, there should be very few questions left unanswered. This has not been my experience.	UK

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**Do you feel capable of managing general health and lifestyle stresses for your family and yourself? | Any comments?**

But this took several months of figuring-out on my own.	Belgium
It took a year and a half to figure it out the visits to the hospital, dental, etc.	Belgium
We have a local CAN doctor and padre, and available social worker	Belgium
I am still looking for health services locally.	Germany
My support community is through my sons school. I have not really taken advantage of any MFSE services	Germany
There is not database at CFSU(E) for members in this remote location. It is difficult to find suitable doctors/dentists	Germany
Translation services at a remote location would be helpful to access local health services	Germany
not being able to speak the local language, we are fortunate enough to have found local healthcare providers that speak sufficient english to make me feel comfortable with them helping my family	germany
childcare a major stress and challenge	Germany
because I can speak german	Germany
There was not an information brief te year we arrived and much of the information on how the children would be seen by a doctor / dentist or referred to a specialist was confusing, and not well communicated by my spouse, the Military Member. Once we were here for ~1 year things became much clearer the more we utilized services.	Germany
In Ramstein we continue to have confusion on how/where to see a doctor and whether or not we can see a local dentist. Although health information was presented during our "Newcombers Brief" by CFSU(E) personnel, some of it was not specific to Ramstein and in the end caused confusion. I believe we have solved some of these issues but clear, specific information needs to be presented by CFSU(E) personnel moving forward.	Germany
Dental at American support site challenging to get into	Italy
I would probably ask first	Italy
We have no primary care facilities or contracted primary care facilities in the local area, at the present it is up to the individual families to find dental services and a GP.	Italy
Dental care is only available on the economy, with small children access to paediatric dentistry is not available. We are waiting to take our children to the dentist when we return to Canada.	Italy
EXCEPT FOR DENTAL	ITALY
I do not know the language enough to be able to get proper care when needed	Italy
Difficult to deal with Dental issues as we are not able to use the Dental clinic on the U.S. Base and I don't speak Italian. Issues regarding prescription refills doe my daughter through Germany.	Italy
I am not familiar with services outside of the US Naval Hospital.	Italy
For general support there is a network established. However, for specialist support it is very difficult primarily due to language barriers.	Italy
The CF no longer provides ready access for CF personnel to access the facilities at CFSU(E). This is unacceptable.	Italy
Everything in Italy is somewhat difficult to find	Italy

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It can be difficult in Turkey with the language barrier - not all Dr's speak English but the relocation company can help us with that.	Turkey
No support provided by Det UK	UK
Could have a much better welcome package detailing specifics of not only the Uk and London, but also for each of the specific areas in whcih staff is loctaed. London is a big city with many different and diverse communities all with their own specifics challenges and opportunities re: integration into the community.	UK
I have figured it out now, but when we moved it was hard to figure out. My son back home in first year University had a very difficult transition	UK

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### Do you feel well equipped to handle emergency situations in and out-of-Canada (OUTCAN) environment?

Si mon conjoint part a l'exterieur et qui m'arrive quelque chose je ne sais même qui téléphoner, 24h/24h, 7 jours sur 7 pour qu'il s'occupe de mes 2 enfants !	Allemagne
language barrier is a huge issue in emergency situations	Belgium
Nuances in the medical system and emergency procedures should be provided a lot sooner than the Welcome get-together in September. This is why the choice of ones sponsor is so important: the sponsor should be able to offer information on how the medical system works here and where to call or go in the case of an emergency.	Belgium
More emphasis on emergency contact numbers	Belgium
Fortunately we haven't had to use the emergency services, other than an ambulance. If it wasn't for the kindly doctor who suggested we follow her while she drove her private vehicle, we wouldn't have known which hospital she was being sent to.	Belgium
moveable target	Belgium
I do not speak french, so going to the hospital could be difficult	BELGIUM
Because of the language barrier in Germany, I feel that we are left in the dark when dealing with the traffic police, and navigating the system, such as banking, going to the doctors on the economy	Germany
I know that I can call all the numbers at the Support Unit and eventually have help.	Germany
It would depend on the emergency and the time of day. Should an emergency arise in the middle of the night and emergency care would be required for young children, the situation would be more stressful.	Germany
This is due primarily to our own research not anything provided by a support unit of any kind.	Germany
As remote, we are forced to fend for ourselves, with little to no help from GK	Germany
Lack of childcare	Germany
yes, I can speak german	Germany
Initially, it was very difficult providing names of people when we did not know very many people. The Family Care Plan, its purpose, was also foreign to me as a spouse and I hadn't been aware of it previously.	Germany
Depends on situ. This is more important within first year.	Germany
Unclear as I have not had any 'emergency' situations to test with.	Germany
general how-to	Italy
The local emergency services are at our disposal but we have no one in the Canadian community that acts as a translator	Italy
Service agreements need to be clear and expressed to all members and their families.	Italy
I feel safe in case of emergencies, we have essentials stocked at home and our community has an emergency plan in place, which has been explained to the community thoroughly.	Italy
Language barriers are huge in our remote area. Sometimes I don't even feel	Italy

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comfortable making a routine doctor's appointment.	
if i had to dial for emergency services, i do not know how i could possible communicate what kind of services i needed	Italy
Emergency situations can be handled despite the language difficulties as they tend to be obvious. Day-to-day interactions are more difficult	Italy
Again that would depend on the nature of the emergency. The base has established emergency procedures as has CAF. However, in the case of a personal emergency concerning family members, my level of confidence to be able to appropriately respond would be medium.	Italy
The CF relies too heavily on other countries and militaries. This access is not h]guaranteed. The CF now does everything on the cheap.	Italy
language is an issue	Italy
Language is the barrier	Italy
I do now, but it was a very slow learning process over 3 years.	Russia
I feel informed of emergency contact info- nato is very good with that stuff	Turkey
I worry about ageing parents back home and what happens if they get sick	UK
I don't know what types of emergencies you are referring to.	UK
No support provided by Det UK	United Kingdom

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### Did you feel welcomed by the community when you arrived? | Any comments?

the Cdn community at SHAPE was very warm and welcoming.	Belgium
Heather Rathwell was an amazing resource and made me feel very welcome and included!	Belgium
The MFS has been superb in providing information and support.	Belgium
I understand this to mean the local Belgian community	Belgium
We were proactive and sought out the Military Resource Center. At the time, the community service providers had been employed a long time and were very helpful.	Belgium
NO NOT AVAILABLE IN 1985	Germany
To find services take way more time here	Germany
I live far away from any candaian community suport services.	Germany
I think that language lessons are very important. I was offered Rosetta Stone, which I really did not find of any use. I could get French language training but that is of no use in Germany. I think it would be much easier to integrate into a community of more intensive language training was subsidized especially in a remote posting with no real access to MFSE services	Germany
within gk yes but not within wesel	germany
I have relied on Facebook to meet new people and get adjusted. There are no services or personelle to help with the transition	Germany
Single people are not targetted with relevant programming.	Germany
there are group bbq every few months, but most only attend because they are ordered to. many do not wish to get together	germany
Childcare services a challenge	Germany
I atleast know where to start getting support	Germany
We had no sponsor, and so we relied heavily on his office co-workers, civilian spouses and then to some of the staff we had met at the MFR Centre.	Germany
Did not know at the time.	Germany
important that my family feels welcome and part of the group	Italy
It was very diffucult finding our away around on the HHT since most of the Canadian members were either on TD or on leave.	Italy
like any posting.. there are clicks and issues that everyone needs to work past and this does not help when you are in a new country.	Italy
When we arrived, we didn't have a lot of out reach during our hotel stay. We didn't receive our welcome basket for a year because it went missing in a basement of a community service providers home. I would of appreciated more contact from the community with the first couple of months here.	Italy
Everyone lives off the base and locals are unaware we are here. This particular area of Italy is not warm and friendly to foreigners.	Italy
The local community seems to be unare that there is a growing NATO community here. This part of Italy is known for being unfriendly to foreigners, and they are!	Italy
Assuming you mean the Canadian community, it was two families when I arrived. We were welcomed.	Italy
The staff in Naples are great	Italy
We are a relatively new community here so we are still discovering new issues.	Italy
Great sponsorship program offered by the unit and lots of welcoming information from	Italy



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MFSE	
Love it here	Turkey
Welcomed by a few via email but not much interaction past that.	U.K.
Neighbors not friendly, Canadians were friendly, but not close by	UK
At the time I did not feel that there was a local cdn representative to help me.	UK
We arrived from Germany. The support is from neighbours	UK
Had to rely on piece meal info and generosity of people on the ground	UK
No local support provided by Det UK	UK
CFSU(E) support to the military staff at the High Commission has been less than expected	UK
not bycommunity at large	UK

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### Do you have access to resources that enable you to pursue your future employment and career goals? | Any comments?

Career goals... I think career goals would be interrupted by an OUTCAN posting and should not pas screening.	Belgium
My impression is that the resources are limited - I haven't seen anything to indicate otherwise.	Belgium
I am part of a profession at home which provides me with on-line resources	Belgium
working for company from overseas	Belgium
Il manque du soutien pour les enfants,comme garderie pour les enfants si on veut travailler ou meme travailler pour celles qui ont leur qualification ou meme pour passer une entrevue !	Germany
It would be helpful to know which universities offer online masters' programs.	Germany
French Language Training - Not Parisian	Germany
the research done to further my education was done on my own. No resources were available for my field of study/interest.	Germany
There is no convenient opportunities for remote family with regards to employment and development.	Germany
Second language training not really available.	Germany
Information is not passed along to the remote locations as much as we would hope.	Germany
being a remote location, I do not have access to the MFRC building and its resources. conversing via email has become fruitless - questions are often not responded or replied without sufficiently answering the inquiry	germany
Lack of childcare	Germany
Not enough volunteer opportunities	Germany
This is internet and telephone based and is really key in this era.	Germany
Trop âgée pour ça	Italy
There are minimal employment opportunities in Naples. I would appreciate more information about education opportunities available for spouses beyond basic resume prep and interview skills. Perhaps online courses on project management, opportunities to acquire certifications etc.	Italy
limited for mil mbrs	Italy
The internet is the only way to pursue an education in this location, we have no DWAN workstations at this location and the laptop with DVPNI must be updated on a regular basis since i have been here have never accessed the DWAN.	Italy
I do not plan on working when I return to Canada.	Italy
Everything would have to be online	Italy
I arrived with a lot of knowledge about online and distance education services. I have not acquired any information about how to proceed with this process while in Europe though.	Italy
While n/a courses such as language courses are available and being taken advantage of.	Italy
I have received no support from MFSE, but I knew my resources before leaving for Europe.	Italy
I could teach if I wanted to. There us opportunity for employment as a teacher.	Turkey
very limited employment process and tax info availble	UK

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I found work with the NHS but got no valuable assistance from the MFRC	UK
'somewhat' because lots of research is involved	UK
Often feel that communication with Canadian sponsor and career management is a challenge	UK
Need to be personally resourceful	UK
Inadequate support provided by Det UK	UK
Follow up on specifics discussed at the in routine have not yet been actioned or have been very slow to be actioned.	UK
Located too far away from det for much intimate support/training	UK

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### Do you feel well equipped to pursue your educational goals? | Any comments?

Extended working hours here on the NATO side, not much time for personal university courses	Belgium
I am part of a profession at home which provides me with on-line resources	Belgium
I've been told completing my social work practicum. putting my career on hold is difficult considering there is a medical clinic on SHAPE with social workers present.	Belgium
Doing higher education overseas	Belgium
No much support is provided for this avenue	Germany
was not told about opportunities when clearing in	germany
Again, information is not passed along and emails are rarely answered accurately or quickly.	Germany
Lack of childcare	Germany
I assumed that any educational or career development courses I would have to research and fund myself.	Germany
Même chose	Italie
must be all online; on my own time	Italy
Again on line	Italy
Because I came prepared.	Italy
Again our knowledge of available resources continue to grow but is still in the early stages.	Italy
Many art courses here- it is amazing! Good practise for my Turkish also!	Turkey
Not sure if course qualifications are transferable and or if funding is available?	U.K.
Unfortunately the Education Coordinator position in CFSU(E) was cut.	UK
Inadequate support provided by Det UK	UK
Due to poor long distant communications my ILP paperwork was messed up and I find myself on the hook now for payment.	UK
Have not pursued this, but I may in the future	UK
Extended working hours here on the NATO side, not much time for personal university courses	Belgium

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**Do you have opportunities to learn the predominant official language of your new international community? | Any comments?**

langue maternelle	Belgique
Working day is very long, must attend language courses on our own time.	Belgium
I was proactive and found a language course in my commune and took CD's from the USAG library. I've joined the programs offered at the MRC, but was unsuccessful when I enquired about using the Rosetta Stone (my email wasn't returned).	Belgium
Rosetta Stone is great but boring, no real interaction.	Belgium
We are integrated with the local Belgian community	Belgium
Totally inadequate language training.	Belgium
In Germany, without a regular activity it's very hard to pass the initial stage of being able to order food and say hi to people.	Germany
I have the Rosetta Stone but I would prefer in-person group learning. ( i.e. Not on a computer!)	Germany
Rosetta Stone available to dependants but not mbr. Fail to see that logic.	Germany
know Rosetta stone but no other options offered at our location, Rosetta stone doesn't always work	germany
We are given money to find our own courses, though no help in finding said courses. Rosetta Stone is available for one year, though this type of learning is not for everyone and other options are not as available	Germany
German language classes offered to Canadian would be wonderful. Hard to get into the ones offered by the NATO base.	Germany
Rosetta Stone was all that was offered which was not helpful. It would have been much more helpful to be in a classroom or one on one setting	Germany
Already fluent in German. Do not need to learn.	Germany
For single members, taking classes after work is often not possible and other options than Rosetta Stone are not available (such as CAF provided classes at lunch)	Germany
rosetta stone is provided free of charge but this style of learning is not for everyone and finding courses on the economy is difficult to do when one does not speak the language	germany
Lack of childcare	Germany
Not progressing as fast as I had hoped	Germany
Initially we didn't know that we could get reimbursed for the beginning level courses or where to register. We found that out with a visit to the MFRC.	Germany
host language training for members is not facilitated	germany
Oui mais c'est loin	Italie
Rosetta Stone accounts should be available to military members, not just for spouses	Italy
very happy with language classes	Italy
more difficult for mil mbrs to get time off during the day to attend language class	Italy
rosetta stone was the only option	Italy
I did not take the Italian language class the first year I was here for a couple of reasons, first my son was very young and I did not have childcare and I had heard negative feedback regarding the teacher. I choose to take the language class in the evening my second year here and was happy with the course.	Italy
Unfortunately what is available here locally is not set up to teach English speakers	Italy

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Italian , it's meant for refugees and immigrants . I have not found it helpful at all as it did not meet my needs	
however the classes that are available are not geared to english speakers trying to learn another language.I have learned far more on my own, I just wish that there was some type of conversational class	Italy
Only because we've gone out ourselves to find it	Italy
Anyone taking the Italian class , should be informed to do Rosetta Stone first	Italy
However, funding whether public or non-public should be put in place to reimburse personnel who take language courses of the international community where we are residing.	Netherlands
While not required to be fluent in host nation language, a basic knowledge is appreciated	Norway
impossible language to learn in 3 years.....17 ways to say the number 2! :)	Poland
I currently use Rosetta Stone and this has been so helpful as language barriers are a problem in Spain.	Spain
Nato offered a good course and I took this for a year- plus I have Rosetta stone- invaluable services because no one speaks English here- you would be struggling if you didn't at least learn the basics.	Turkey
Although I have been registered for a Rosetta Stone account but I am finding that with my time taking care of the kids full-time and hubby working long hours, I'm not finding that I have the time to dedicate to it. I also don't have an option to participate in the language courses on the base.	Turkey
We arrived in Germany initially before being transferred to the UK. As remote personnel, the access to resources are not the same but we at least had access to some material from CFSU(E).	UK
langue maternelle	Belgique

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### Military Family Service Centres | Any comments?

The MFS is a vital part of the community here.	Belgium
The current MFRC staff at SHAPE are outstanding	Belgium
No MFRC's in europe	Belgium
Are you referring to the ones in Canada?	Belgium
Our centre here in Brussels is not well located. It should be central to, and an very short walk, to more transit options. As it is now, most people drive there and parking is terrible as it is a very busy narrow street.	Belgium
It was by chance that I was speaking to a community service provider about some challenges my daughter was having. She was very intuitive and suggested some counselling by the social worker in our community. It was very helpful. She arranged for the contact and later, the location to meet. She left her job, however, because of her relationship with other employees in the building. The vacancy was filled by individuals that have stayed in the position for only a few months so I feel the morale has been low at the center.	Belgium
It would be much more useful if we had access to WiFi at the Centre. I am on the base a lot volunteering not just for the Canadian community but also for many other organizations on the base. Between meetings I would go to the MFS if there was access but instead I spend much less time there because I can't work on things on my computer there.	Belgium
In our two postings I have t had very positive experiences SI our MFRC. This posting is by far much better, but is a social worker I feel there is so much more an MFRC can do for military spouses.	Belgium
A great idea but some staff are not qualified posing problems with levels of instruction.	Belgium
Again, not available in my immediate location.	Germany
Nothing for adults	Germany
Already getting supor from the center with the provision of the Rossetta Stone program.	Germany
Personally, I don't have much requirement for the MFRC, however I do fully understand their value to the large CAF community/mbrs.	Germany
Great way to meet new people in the community.	Germany
We don't make too much use of the MFRC due to remote location however some members under my supervision may rely more on these services than I.	Germany
it is currently not that important as it is not that relevant to me.	Germany
Within Canada, MFRC played a significant role in providing childcare services however this is not the case in GK. Although the MFRC has been important in the past, it has been very disapointing in not providing childcare services. It was suggested that a parent assist with a program however this was not desired by the centre.	Germany
US	GERMANY
At different times in our military married life we have had occasions to seek support from the staff at our local MFRC. All have been extremely positive and supportive, whether it was as a new Community Member a a first time parent, or for FS&R.	Germany
good service inmy area	Germany
I think it is very importmt to have a Military Family Resource Centre at everything base you are posted to, makes life so much easier.	Germany

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Je suis plutôt autonome et je n'ai pas d'enfants	Italie
Mostly important for dependants.	Italy
needs to be able to change with the times. I find the MFSE's in Europe are living in a box and not seeing the bigger picture and offering many things that the Parents or kids don't need.	Italy
It is important to me to have a home base so to speak and I consider that the Mfrc. It is a welcoming environment for us and a place to gather information we need to make living outside of Canada easier.	Italy
Remote postings come without this benefit, and it is something I miss!	Italy
as the nearest MFRC is at least a 6 hour drive from us , there is no way to access programs	Italy
We will expand from seven families this year to nine next year and eleven the following year. Time for somebody on the ground in my opinion.	Italy
Very important with an Outcan	Italy
We can go to Naples	Italy
Most important to me is knowing what services are available and who to contact.	Norway
Unless you require cheap baby sitting I see little value in MFRCs	UK
They are a waste of infrastructure and salary money. A better investment instead of hiring incompetent individuals would be to invest in a professional online presence where relevant and current information, policies and FAQs are accessible 24/7.	UK
over the course of my career I have not found MFRC to be very helpful when I have actually needed assistance and this has soured my on their effectiveness.	UK
Most of the services are irrelevant. when you land on the ground you want medical info, child care, education and how to manage the domestic differences (groceries, electricals, plumbing, products)	UK
UK MFRC not canadian	UK
The programs/support are not applicable to our family situation. Events are too far away. Events/programs are not of interest.	United Kingdom



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### Do you feel you are a part of the Canadian community locally and/or across Europe? | Any comments?

not of europe as a whole	Belgium
Do you mean support to feel included? Not sure I understand.	Belgium
I feel a part of the local community, but not across Europe.	Belgium
I feel very connected to my local community but not to those across Europe	Belgium
Again prefer in-person groups to get me out of the house. There are only 3 Canadian spouses locally so pretty isolated as a group.	Germany
Remote families do not have much opportunities. We are not even invited to staff activities such as the kids Christmas party or other activities organized by the PSP.	Germany
Very small local Cdn community but feel very seperated from our NSU	Germany
Mpn mari ne travail pas avec les Canadiens, il est le seul mllitaire Canadien à la base ou il travail et on ne sait rien ou a derniere minute !	Germany
is that even possible?	germany
As a remote location, yet so close to GK, I often feel left out of events or information dissemination	Germany
there is a facebook page of wives that are here to support each other, but it is run by the wives across Europe, and therefore a lack of information or misinformation is always possible	germany
Locally felt part of the Community	Germany
Locally only. Honestly the information and communications from CFSU(E) were deleted for the most part as they often did not apply to Ramstein. Also, we had enough info coming our way that additional emails were more of an annoyance.	Germany
Feel connected locally but not Europe wide	Italy
do not feel part of the whole European community; especially by Selfkant	Italy
As part of NATO and a deployable unit, our tempo is very high.	Italy
seems all issues and agendas are focused around GK. GK needs to look at the bigger picture as to all of our communities and understand none of them are the same !.	Italy
I feel in am part of the local community, but regarding across Europe I would say I am not.	Italy
Certainly feel part of the Naples Community. Understanding the geographical challenges we really don't see much in the way of other Cdn Communities.	Italy
The larger support groups of Canadians and their families are fairly far away from us. Perhaps organizing some kind of once a year get-together, with funding would be a viable option?	Italy
There are very few of us here and we are spread out	Italy
There are very few of us and we are spread out	Italy
As a military member and leader, it is important to me to ensure that we ARE a community and we make all families here part of it	Italy
The Canadian community in Naples is very welcoming	Italy
Being in a remote location separted from larger established communities, some of the support offered is not necessarily the same where we are. Certain assumptions have been made that we are closer to local services than we actually are which has resulted in impractical guidance.	Italy
Local community, yes. Across Europe no as we target more the GK/SHAPE area.	Italy

## Annex C – Survey Question Comments

More important to be a part of local Canadian community, we feel isolated from the rest of Canadians posted to Europe	Norway
The system is established to support larger concentrations of CAF pers and their dependants. Remote postings do not enjoy the majority of benefits that are available to others.	Poland
being one of two....there is no community here, and Canada tends to end at the German border.	Poland
Local community good, only 2 Cdn families here. Rest of Cdns in Europe, not so much.	Poland
Our small group of Canadians stay connected	Turkey
Would like to see more Canadian functions	U.K.
Yes, but it is more impatient to be part of the local community	UK
Family isolated by location of SQ	UK
the local community is through work -- i do not seek any sense of community across all of those who are OUTCAN across Europe though.	UK
I feel that UK is a second fiddle to Germany, there are more Canadians in the UK but the Center of activities is all Germany	UK
The support unit is 3+hours away	UK
I still feel as though activities are primarily focused on Greater London based personnel	UK
locally	UK
We have connected wonderfully with the few Canadians in our area; looking forward to meeting the others.	UK
Inadequate support provided by Det UK	United Kingdom
Support link to the military staff at the High Commission has been less than expected	United Kingdom

Annex C – Survey Question Comments

**Have you had an opportunity to be engaged in community development activities, for example, Advisory Committee membership, focus groups and/or volunteering? | Any comments?**

The "wanted related services and/or support" question is getting annoying. Really every single time?	Belgium
Just arrived so have not got into volunteering yet but will look to do	Belgium
There hasn't been a lot of opportunities presented since I've been here.	Belgium
I feel the services provided at the MFS are geared towards newcomers, which makes sense. But general activities throughout the year are very selective in terms of general interest. I feel it is not catered to professionals who may be feeling isolated due to not working. Ex no focus groups.	Belgium
Events to volunteer at are plentiful within our community. There is an emerging feeling of resentment to those who do not wish to volunteer yet come to the events.	Belgium
Problem is that cliques exist so difficult to break in.	Belgium
Those opportunities came from the private school my kids are attending, not from the CF	Germany
We attempt to provide information to GK that would help future members moving to Wesel, but no one seems to want the information or know how to take the information	Germany
I have volunteered at a few events but feel I don't really know what I am doing ahead of time. I more or less just show up at the event and hang around to see if they can use me somewhere. I would prefer if I was given a specific task so I knew exactly what I was doing, with who and for how long.	Germany
Too far away to take part	Germany
Not enough opportunity	Germany
Volunteered with the MFSE & at the school. Volunteering was important to us as parents, and had made inquiries about necessary documents prior to our arrival. We asked fellow parents in my husbands office.	Germany
Remote location	Germany
i dont have the same day off	Germany
The small community in Ramstein rallies around our social events and they are important to us. Our PSP Coordinator does an excellent job to communicate and organize these events as well as provides a voice for all Ramstein community members when these events are selected.	Germany
Sporadic opportunities available to volunteer at events	Italy
All of the committee meeting are during the day and usually in the afternoon, I am not able to attend since my children are small and napping at that time.	Italy
The NATO community is very new here, many of us have gotten together to create groups with common interest. There is nothing official	Italy
any type of activity that happens here , is organized by us spouses with no input from the military	Italy
I joined the AC representing Naples,, however, I am never been introduced to the Naples Community.....which I find very unusual. The Newcomers Brief would have been a great opportunity, however, it didn't happen.	Italy
language is an issue	Italy
Locally	Poland
There is lots of opportunity for community involvement- through NATO and outside of	Turkey

## Annex C – Survey Question Comments

NATO	
Been involved over the years, but more imp. to be involved in the local community committees that organise activities for the international community.	UK
I applied for a volunteer position with the advisory committee, and it was never filled, I think, I am not very sure what ever happened	UK
I volunteer with my children's school, nothing to do with the Canadian military	UK
I have received the invitation to be involved, but work commitments have kept me from becoming more involved.	UK
Contacts fall through the cracks and it was over a year into the posting until I realized I could participate. The boat had sailed by then	UK
Local community rather than military	UK

## Annex C – Survey Question Comments

### Do you feel you have the opportunity to provide input into Military Family Services? | Any comments?

Very difficult to present an idea and feel that it is heard or has resulted in any type of action.	Belgium
Staff is approachable and receptive to feedback.	Belgium
It feels as though I have input at my own community level but not in the Europe wide community (until this needs assessment)	Belgium
	Belgium
With the last director we had a lunch to discuss what we'd like to see for our community. We shared our unique talents and expertise. This has not happened sim do and the demographic they are catering to is becoming slimmer.	Belgium
Cliques exist and if you complain, you are blackballed.	Belgium
MFS is unresponsive. I used to care, now I don't.	Belgium
We attempt to provide information to GK that would help future members moving to Wesel, but no one seems to want the information or know how to take the information	Germany
Being posted to a "remote" location have had little opportunity to interact with Canadian community in any way.	Germany
many times, information learned is not wanted at the MFRC and so many have given up trying to educate GK on how things operate in other postings	germany
Discussed options of daycare on several occassions but have not been provided with appropriate servies for both myself and fellow workers.	Germany
Nearly a year into our posting, I was asked to provide feedback on our transition here & Community Integration programmes activities provided when we arrived,	Germany
different schedule	Germany
Our PSP Coordinator does a great job of this.	Germany
Opportunity is limited to talking with MFSE employees at the Villa. This is the first survey outreach I've seen.	Italy
I beleive that the connection with MFSE and PSP needs to be at the Naples leverl; so that decisions made accurately reflect what is good for the community and not what the staff in Selfkant want. Need to involve the CDN NSE more	Italy
MFSE needs to listen and be able to make changes.. Not live within their wall and thoughts!.	Italy
Since we have a manager now, I feel I have more of an oppportunity to provide input. Before then I do not believe my input was reaching beyond the offices here..	Italy
There is no official services for us here as we are so few in numbers	Italy
PSP has been very pro-active in making their resources and contact info available.	Italy
First time I have been asked for feedback.	Italy
I have never been approached for feedback by our Advisory Committee member. Disappointing.	Italy
It is clear where responsabilities are placed and I have been asked both formally and otherwise to provide feedback. MFS is not equiped, funded or modelled to provide equal services to all OUTCAN pers. Effectively, remote pers do not have access to the majority of services.	Poland
We are on a 3rd year of a 'remote' posting. Everything to do with us is done online, not very personable.	UK
Haven't had the need	UK

## Annex C – Survey Question Comments

### What have been your top 3 challenges with this posting? | #1.

Out of trade posting	Belgique
Sale my house	Belgique
Emploi	Belgique
familles et amis tres loin	Belgique
Manque de services et d'activités en Français à SHAPE	Belgique
Being away from family members when they have been sick	Belgium
Living conditions, and Language barrier	BELGIUM
Completing all my admin requirements	Belgium
Managing distance away from family members and friends in Canada	Belgium
speed of services	Belgium
Acquiring a vehicle	Belgium
Adjusting to the way things are done here and the level of customer service.	Belgium
Internet and TV.	Belgium
not enough support provided in learning the official language of this country.	Belgium
language	Belgium
Language	Belgium
driving	Belgium
HighSchool (Son attending SHAPE American International HighSchool and returning to a Canadian HS.	Belgium
understading the process and locaitons to get administration complete	Belgium
Language - On base the language is not a barrier but locally it was problematic because my level of french is basic. I was able to seek help from the OR to get everything I needed. Was frustrating at times to say the least	Belgium
Separation from family (young adult children) back in Canada	Belgium
Understading Belgian culture, support expectations	Belgium
maneuvering health services on the economy. The pay now-get reimbursed from insurance later is costly and the paperwork very time consuming.	Belgium
Driving in new country	Belgium
language barrier	Belgium
Community Fish Bowl	Belgium
lack of other similar age children for my children to be with	Belgium
Housing - who is responsible for what and what is the housing officer'so role?	Belgium
Language- not knowing French	Belgium
the amount of official paperwork and building 210. (additional challenges & paperwork being a civilian employee)	Belgium
Finding a used european car	Belgium
Transportation around the area	Belgium
Nil	Belgium
Working at the same time I was trying to settle our home	Belgium
Transportation around the area	Belgium
The language barrier (I only speak English.)	Belgium
getting used to the lack of customer services	Belgium

## Annex C – Survey Question Comments

dog kennelling	Belgium
Social conatact	Belgium
Cultural integration	Belgium
Employment for my high school and university age children	Belgium
Language	Belgium
culture shock	Belgium
Nil	Belgium
Owning a house back home	Belgium
Not having a routine due to no job	Belgium
getting accustomed to the local culture	Belgium
Driving in Europe	Belgium
SHAPE administration ie vehicle registration	Belgium
Spousal dissatisfaction with life OUTCAN	Belgium
Navigating the various systems within the country - driving, protocol ID, housing, heating etc	Belgium
Culture	Belgium
Assimilate into local culture	Belgium
hours stores are open	Belgium
Finding a vehicle	Belgium
Educational transition to a new schooling system (accreditation etc ...)	France
Déménagement	Germany
culture	Germany
La langue	Germany
Je ne travail pas du a ce que je parle pas anglais alors malheureusement je me suis beaucoup isolé	Germany
no chance to learn/study German	Germany
Figuring out the many ever-changing rules about life here.	Germany
Being away from support systems (family, friends in Canada)	Germany
Time Management (so many things to do within and out of the community)	Germany
Purchasing a vehicle	Germany
Single member/one of one position (finding time to accomplish tasks)	Germany
language. Difficle to adapte in Germain.	Germany
Finding an activity group that interests me and meets frequently.	Germany
Adapting to the European way wrt shopping, business hours, etc	Germany
Some responses from CFSU were slow	Germany
Language (which was expected)	Germany
Get some course related to my trade	germany
Language	Germany
Undestand the community	Germany
Support when members deployed	Germany
Finding products I need at the grocery store	Germany
finding guidance on policies and local information	germany
Managing amout of annual leave to accomidate AFNORTH breaks and early closures	Germany

## Annex C – Survey Question Comments

and days off	
Reliable and stable internet connection (& strength of signal)	Germany
Small community.(Fish bowl)	Germany
Acquisition of a motor vehicle	Germany
Managing expectations of staff	Germany
Getting the training required to learn my job in a timely fashion	Germany
Having a baby in Germany	Germany
traffic regulations	Germany
Not realizing the challenges financially, going from two incomes to one.	Germany
Work challenges related to "family challenges of others"	Germany
appropriate spousal employment	Germany
no sense of community	germany
Lack of community among members	Germany
Meeting people with common interests	Germany
Babysitters	Germany
Too many secondary duties that come with the job	Germany
Death of a parent	Germany
difficulty with the language - all contracts are in german, all business conducted in German, Im not even sure if I have sufficient car insurance coverage and have to trust my broker.	Germany
foreign language	germany
Adjusting with the reality of Europe vs Canada as per policies and SOPs	Germany
getting used not to understand the native language of the location	Germany
No childcare services which has had a social impact on my child(ren) as the Canadian families are spread across a large region making it difficult to connect with others	Germany
Taxes	Germany
change of pace in work environment	Germany
Language in the community	Germany
Cultural differences (no Sunday shopping, garbage, groceries, etc)	Germany
leaving our pets behind	Germany
UNDERSTANING AFNORTH SCHOOL	GERMANY
Lack of leadership	Germany
work, though a canadian spouse I am bared from getting any work on base and dont feel supported in the process at all	Germany
Adapting to local culture	Germany
Language	Germany
Delay in having health care insurance updated even though paperwork submitted before hand	Germany
Length of time to get reimbursed for expenses.	Germany
Language	Germany
Unrealistic expectations of how this posting would be, and the reality of how life actually is.	Germany
Balancing personal needs related to the move while learning a new job	Germany
Getting used to local customs	Germany



## Annex C – Survey Question Comments

Vehicle purchasing.	Germany
parent passed away	Germany
Better, more convenient options for German language course opportunities, Course through MFS would be nice rather than NATO GK or local economy.	Germany
Getting TV and phone/internet services	Germany
no time allowed to do my admin	Germany
not being able to understand the language	Germany
learning to communicate without a common language	Germany
Languages	Germany
language	germany
dealing with insurance companies, cell companies, would appreciate if these could be provided through DND	Germany
Medical care, where to get it, how to pay for it, when do I need to address CFSU(E) for medical care and when can I obtain the care locally.	Germany
LE DANGER SUR LA ROUTE	Grèce
Soins dentaires	Italie
Finding suitable activities locally for my young children (playgrounds, public activities)	Italy
Several small issues with the house (water infiltrations, power outages due to faulty system)	ITALY
Cultural Barriers/associated stress	Italy
Language (very little English is spoken in Naples compared to other parts of Italy)	Italy
Lack of activities and support for male spouses	Italy
Isolation	Italy
Clean safe areas to walk	Italy
Language barrier	Italy
Coutume	Italy
The language barrier for banking and everyday dealings.	Italy
Admin support, to include postal services and translation services	Italy
Correct Information (before, Current and Ongoing) for our Child's education	Italy
Cultural challenges ie. food, driving	Italy
children's schooling options	Italy
Security, having to enter two gates to get to my house and then having to un lock and lock the shutters every night is a n annoyance.	Italy
Security issues	Italy
Language barrier when accessing services outside the NATO/US/Cdn structures	Italy
CRIME	ITALY
Language barriers	Italy
My lack of knowledge of italian	Italy
my lack of being able to speak Italian	Italy
Culture...learning to deal with the various differences (afternoon "siestas" when everything closes, driving, lack of personal space, for a few examples)	Italy
Isolation	Italy
Educational Issues - CCI	Italy
Cost of living	Italy

## Annex C – Survey Question Comments

Children's education	Italy
Medical and Health Support	Italy
Work for my spouse	Italy
Overwhelming bureaucratic responsibilities on posting in.	Italy
poor infrastructure in general	Italy
driving!	Italy
Learning a new language	Italy
Children's education	Italy
Banking	Italy
Price of things	Netherlands
Learning military administration	Netherlands
Accessing financial services from overseas. ie: Investment purchases, CRA status, tax implications, etc.	Netherlands
Figuring day to day things in a new language (example grocery shopping, etc.)	Netherlands
lots of information "floating around" but no one seems to know details or who to contact to get the correct info	netherlands
Access to Canadian via the Natex	Netherlands
Communication in the host nation official language	Netherlands
Language barrier at times	Netherlands
finding suitable employment for spouse	Netherlands
Permis de conduire pour mon adolescente	Netherlands
language - as we do not speak Norge	norway
Community services	Poland
language barrier	Poland
Language, but certainly not a huge challenge in major populated areas	Poland
making friends	russia
Isolation	Russia
Wife giving birth back in Canada... still haven't been fully reimbursed almost a year later (still out about 9K) plus no one at HQ knew the process and gave bad advice, complicating the whole situation.	Russia
Distance From Family in Canada	Spain
Separation from daughter she was in school in another country	Spain
Figuring out medical /dental stuff	Turkey
Language	Turkey
Driving	Turkey
Making friends	U.K.
car/house insurance	UK
Lack of reasonable reimbursement for certain expenses.	UK
Education for Secondary School	UK
disorganized housing mostly due to miscommunication upon arrival (the same happens every year for all new comers, systemic problem)	UK
Cultural differences	UK
Not knowing what to bring from home. I had no idea to what extent homewares would be provided. I SHOULD HAVE BROUGHT MY KITCHEN WARES.	UK

## Annex C – Survey Question Comments

Visa for passport	UK
Getting french tutoring for our kids. As remote personnel this was not possible in Germany and we are still working on it here in the UK.	UK
Family handling the transition	UK
No Credit established.	UK
Waiting for cost of living allowances to catch up to the economy	UK
Lack of customer service from local comanies	UK
Registration of motor vehicle	UK
Figuring out UK services and how to get them	UK
vechile registration /customes takes too long to do paperwork	uk
Delayed vehicle registration	UK
settling into a completely different work routine	UK
Find a house to rent	UK
Money as our house back home was not rented for ages and only one income for all of our needs	UK
Housing	UK
Unfavourable exchange rate with inadequate compensation by slow TBS/DFAIT/DND adjustment process.	UK
Building a friend/support network locally	UK
insurance	UK
Trouver un logement qui convient au besoin de toute ma famille	UK
Getting timely information on the process of our move from Europe to UK.	UK
being part of the command team structure	UK
Maintaining communication and support with my sponsor regarding career issues	UK
duplication of information asked of me	UK
time spent awaiting quarters and furniture	UK
The fire-hose of information and SMALL decisions that become overwhelming because there are so many. A sensory overload.	UK
Networking in the local community ; people are very friendly...it just takes time.	UK
Dealing with incompetence/inadequate support and miscommunication with Det UK	United Kingdom
Bureaucratic (UK) and adminstrative challenges surrounding move to London	United Kingdom
Nil	United Kingdom
Education pursuits	United Kingdom
Administration dealing with new position	United Kingdom
Learning to drive on the wrong side of the road	United Kingdom
Obtaining child care when necessary with no friends or family around	United Kingdom
Integrating into the community	United Kingdom

## Annex C – Survey Question Comments

dealing with the differences in timings. ie DND vs UK town council	United Kingdom
Driver's licence	United Kingdom
Not enough leave	United Kingdom
Adjusting to accommodation space	United Kingdom

## Annex C – Survey Question Comments

### What have been your top 3 challenges with this posting? | #2.

Out of trade posting	Belgique
Sale my house	Belgique
Emploi	Belgique
familles et amis tres loin	Belgique
Manque de services et d'activités en Français à SHAPE	Belgique
Being away from family members when they have been sick	Belgium
Completing all my admin requirements	Belgium
Managing distance away from family members and friends in Canada	Belgium
speed of services	Belgium
Acquiring a vehicle	Belgium
Adjusting to the way things are done here and the level of customer service.	Belgium
Internet and TV.	Belgium
not enough support provided in learning the official language of this country.	Belgium
language	Belgium
Language	Belgium
driving	Belgium
HighSchool (Son attending SHAPE American International HighSchool and returning to a Canadian HS.	Belgium
understadning the process and locaitons to get administration complete	Belgium
Language - On base the language is not a barrier but locally it was problematic because my level of french is basic. I was able to seek help from the OR to get everything I needed. Was frustrating at times to say the least	Belgium
Separation from family (young adult children) back in Canada	Belgium
Understadning Belgian culture, support expectations	Belgium
maneuvring health services on the economy. The pay now-get reimbursed from insurance later is costly and the paperwork very time consuming.	Belgium
Driving in new country	Belgium
language barrier	Belgium
Community Fish Bowl	Belgium
lack of other similar age children for my children to be with	Belgium
Housing - who is responsible for what and what is the housing officer's role?	Belgium
the amount of official paperwork and building 210. (additional challenges & paperwork being a civilian employee)	Belgium
Finding a used european car	Belgium
Transportation around the area	Belgium
Nil	Belgium
Working at the same time I was trying to settle our home	Belgium
Transportation around the area	Belgium
The language barrier (I only speak English.)	Belgium
getting used to the lack of customer services	Belgium
dog kennelling	Belgium

## Annex C – Survey Question Comments

Social conatact	Belgium
Cultural integration	Belgium
Employment for my high school and university age children	Belgium
Language	Belgium
culture shock	Belgium
Nil	Belgium
Owning a house back home	Belgium
Not having a routine due to no job	Belgium
getting accustomed to the local culture	Belgium
Driving in Europe	Belgium
SHAPE administration ie vehicle registration	Belgium
Spousal dissatisfaction with life OUTCAN	Belgium
Navigating the various systems within the country - driving, protocol ID, housing, heating etc	Belgium
Culture	Belgium
Assimilate into local culture	Belgium
hours stores are open	Belgium
Finding a vehicle	Belgium
Living conditions, and Language barrier	BELGIUM
Language- not knowing French	Belgium
Educational transition to a new schooling system (accreditation etc ...)	France
Déménagement	Germany
culture	Germany
La langue	Germany
Je ne travail pas du a ce que je parle pas anglais alors malheureusement je me suis beaucoup isolé	Germany
no chance to learn/study German	Germany
Figuring out the many ever-changing rules about life here.	Germany
Being away from support systems (family, friends in Canada)	Germany
Time Management (so many things to do within and out of the community)	Germany
Purchasing a vehicle	Germany
Single member/one of one position (finding time to accomplish tasks)	Germany
language. Difficile to adapte in Germain.	Germany
Finding an activity group that interests me and meets frequently.	Germany
Adapting to the European way wrt shopping, business hours, etc	Germany
Some responses from CFSU were slow	Germany
Language (which was expected)	Germany
Get some course related to my trade	germany
Undestand the community	Germany
Support when members deployed	Germany
Finding products I need at the grocery store	Germany
finding guidance on policies and local information	germany

Annex C – Survey Question Comments

Managing amount of annual leave to accommodate AFNORTH breaks and early closures and days off	Germany
Reliable and stable internet connection (& strength of signal)	Germany
Small community.(Fish bowl)	Germany
Acquisition of a motor vehicle	Germany
Managing expectations of staff	Germany
Getting the training required to learn my job in a timely fashion	Germany
Having a baby in Germany	Germany
traffic regulations	Germany
Not realizing the challenges financially, going from two incomes to one.	Germany
Work challenges related to "family challenges of others"	Germany
appropriate spousal employment	Germany
no sense of community	germany
Lack of community among members	Germany
Meeting people with common interests	Germany
Babysitters	Germany
Too many secondary duties that come with the job	Germany
Death of a parent	Germany
difficulty with the language - all contracts are in german, all business conducted in German, Im not even sure if I have sufficient car insurance coverage and have to trust my broker.	Germany
foreign language	germany
Adjusting with the reality of Europe vs Canada as per policies and SOPs	Germany
getting used not to understand the native language of the location	Germany
No childcare services which has had a social impact on my child(ren) as the Canadian families are spread across a large region making it difficult to connect with others	Germany
Taxes	Germany
change of pace in work environment	Germany
Language in the community	Germany
Cultural differences (no Sunday shopping, garbage, groceries, etc)	Germany
leaving our pets behind	Germany
UNDERSTANDING AFNORTH SCHOOL	GERMANY
work, though a canadian spouse I am bared from getting any work on base and dont feel supported in the process at all	Germany
Language	Germany
Delay in having health care insurance updated even though paperwork submitted before hand	Germany
Length of time to get reimbursed for expenses.	Germany
Language	Germany
Unrealistic expectations of how this posting would be, and the reality of how life actually is.	Germany
Balancing personal needs related to the move while learning a new job	Germany
Getting used to local customs	Germany

## Annex C – Survey Question Comments

Vehicle purchasing.	Germany
parent passed away	Germany
Better, more convenient options for German language course opportunities, Course through MFS would be nice rather than NATO GK or local economy.	Germany
Getting TV and phone/internet services	Germany
no time allowed to do my admin	Germany
not being able to understand the language	Germany
learning to communicate without a common language	Germany
Languages	Germany
language	germany
dealing with insurance companies, cell companies, would appreciate if these could be provided through DND	Germany
Medical care, where to get it, how to pay for it, when do I need to address CFSU(E) for medical care and when can I obtain the care locally.	Germany
Language	Germany
Lack of leadership	Germany
Adapting to local culture	Germany
LE DANGER SUR LA ROUTE	Grèce
Soins dentaires	Italie
Clean safe areas to walk	Italy
Finding suitable activities locally for my young children (playgrounds, public activities)	Italy
Several small issues with the house (water infiltrations, power outages due to faulty system)	ITALY
Cultural Barriers/associated stress	Italy
Language (very little English is spoken in Naples compared to other parts of Italy)	Italy
Lack of activities and support for male spouses	Italy
Isolation	Italy
Language barrier	Italy
Coutume	Italy
The language barrier for banking and everyday dealings.	Italy
Admin support, to include postal services and translation services	Italy
Correct Information (before, Current and Ongoing) for our Child's education	Italy
Cultural challenges ie. food, driving	Italy
children's schooling options	Italy
Security, having to enter two gates to get to my house and then having to un lock and lock the shutters every night is a n annoyance.	Italy
Security issues	Italy
Language barrier when accessing services outside the NATO/US/Cdn structures	Italy
CRIME	ITALY
Language barriers	Italy
My lack of knowledge of italian	Italy
my lack of being able to speak Italian	Italy



## Annex C – Survey Question Comments

Culture...learning to deal with the various differences (afternoon "siestas" when everything closes, driving, lack of personal space, for a few examples)	Italy
Educational Issues - CCI	Italy
Children's education	Italy
Medical and Health Support	Italy
Work for my spouse	Italy
Overwhelming bureaucratic responsibilities on posting in.	Italy
poor infrastructure in general	Italy
driving!	Italy
Learning a new language	Italy
Children's education	Italy
Banking	Italy
Isolation	Italy
Cost of living	Italy
Price of things	Netherlands
Learning military administration	Netherlands
Accessing financial services from overseas. ie: Investment purchases, CRA status, tax implications, etc.	Netherlands
Figuring day to day things in a new language (example grocery shopping, etc.)	Netherlands
lots of information "floating around" but no one seems to know details or who to contact to get the correct info	netherlands
Access to Canadian via the Natex	Netherlands
Communication in the host nation official language	Netherlands
Language barrier at times	Netherlands
finding suitable employment for spouse	Netherlands
Permis de conduire pour mon adolescente	Netherlands
language - as we do not speak Norge	norway
Community services	Poland
language barrier	Poland
Language, but certainly not a huge challenge in major populated areas	Poland
making friends	russia
Isolation	Russia
Wife giving birth back in Canada... still haven't been fully reimbursed almost a year later (still out about 9K) plus no one at HQ knew the process and gave bad advice, complicating the whole situation.	Russia
Distance From Family in Canada	Spain
Separation from daughter she was in school in another country	Spain
Figuring out medical /dental stuff	Turkey
Language	Turkey
Driving	Turkey
Making friends	U.K.
car/house insurance	UK

## Annex C – Survey Question Comments

Visa for passport	UK
Lack of reasonable reimbursement for certain expenses.	UK
Education for Secondary School	UK
disorganized housing mostly due to miscommunication upon arrival (the same happens every year for all new comers, systemic problem)	UK
Cultural differences	UK
Not knowing what to bring from home. I had no idea to what extent homewares would be provided. I SHOULD HAVE BROUGHT MY KITCHEN WARES.	UK
Getting french tutoring for our kids. As remote personnel this was not possible in Germany and we are still working on it here in the UK.	UK
Family handling the transition	UK
No Credit established.	UK
Waiting for cost of living allowances to catch up to the economy	UK
Lack of customer service from local comanies	UK
Registration of motor vehicle	UK
Figuring out UK services and how to get them	UK
vechile registration /customes takes too long to do paperwork	uk
Delayed vehicle registration	UK
settling into a completely different work routine	UK
Find a house to rent	UK
Money as our house back home was not rented for ages and only one income for all of our needs	UK
Housing	UK
Unfavourable exchange rate with inadequate compensation by slow TBS/DFAIT/DND adjustment process.	UK
Building a friend/support network locally	UK
insurance	UK
Trouver un logement qui convient au besoin de toute ma famille	UK
Getting timely information on the process of our move from Europe to UK.	UK
being part of the command team structure	UK
Maintaining communication and support with my sponsor regarding career issues	UK
duplication of information asked of me	UK
time spent awaiting quarters and furniture	UK
The fire-hose of information and SMALL decisions that become overwhelming because there are so many. A sensory overload.	UK
Networking in the local community ; people are very friendly...it just takes time.	UK
Dealing with incompetence/inadequate support and miscommunication with Det UK	United Kingdom
Bureaucratic (UK) and adminstrative challenges surrounding move to London	United Kingdom
Nil	United KIngdom
Learning to drive on the wrong side of the road	United Kingdom

## Annex C – Survey Question Comments

Obtaining child care when necessary with no friends or family around	United Kingdom
Integrating into the community	United Kingdom
Driver's licence	United Kingdom
Not enough leave	United Kingdom
Adjusting to accommodation space	United Kingdom
Education pursuits	United Kingdom
Administration dealing with new position	United Kingdom
dealing with the differences in timings. ie DND vs UK town council	United Kingdom

## Annex C – Survey Question Comments

### What have been your top 3 challenges with this posting? | #3.

Arrive in time to begin the school for my daughters	Belgique
Socialisation	Belgique
trouver une garderie	Belgique
Le besoin d'envoyer les enfants à une autre école que l'école Canadienne après la 8e année	Belgique
Having time to Eat at all the different restaurants	Belgium
Professional isolation	Belgium
Banking structure	Belgium
Learning where the best places are to get things done: ie. vehicle repair, auto parts stores, furniture shops, car insurance, etc.	Belgium
Inclearing	Belgium
the lawn grows really fast, I have to cut the grass almost every week.	Belgium
learning new job	Belgium
cultural behaviors	Belgium
adjusting to a slower pace. Changing my expectations when dealing with international community	Belgium
where to go to get local support	Belgium
Longer work day - The amount of work for the position	Belgium
Adjusting to NATO way of work.	Belgium
Balancing work and family life with Canadian community expectations	Belgium
Homesick	Belgium
where to travel next :-)	Belgium
cultural adjustment	Belgium
Wrong people in resource jobs	Belgium
JOBS for spouse and children (STEP was removed)	Belgium
Family emergencies/death back home.	Belgium
dealing with Belgian's businesses (e.g.: internet and cell phone companies)	Belgium
Adapting to our house here which is on a much busier street than we are used to and is dangerous for our three-year old.	Belgium
Nil	Belgium
Child attending an American school, it's a culture shock!	Belgium
Becoming comfortable with driving in this city.	Belgium
driving	Belgium
Language barriers	Belgium
Assisting family members while starting a new challenging position	Belgium
Finding part-time employment for myself	Belgium
Separation from family back in Canada	Belgium
Nil	Belgium
"Rules" changing while in the posting. For instance before I came we were told we were not allowed to apply for Canadian jobs until we were on the ground but the following year people were allowed to apply before they arrived. Very annoying!	Belgium

## Annex C – Survey Question Comments

many procedures and unclear processes; often provided with conflicting information. Almost too much information all at once.	Belgium
Feeling isolated in a foreign country.	Belgium
Banking/ money issues/claims. Moving money around to and from Canada. Claims paid out in Canadian but all expenses in Euros. The initial out of pocket for insurances, set-up costs to be paid in Euros. Selling a house in Canada and the admin to Brookfield was tiresome.	Belgium
crap landlord	Belgium
Shape building 210 - unfortunately some staff do not know what is going on and the turnaround time is inefficient. Customer service is lacking and misinformation is rampant.	Belgium
Time difference with family members back home	Belgium
Meeting people	Belgium
traffic	Belgium
Being separated from children	Belgium
Personnal administration such as drivers' licence, managment of oversees bank account (change rates etc ...)	France
Manque d'informations claires concernant la prise en charge, immatriculation, vignettes... de nos véhicules personnel.	Germany
le stress du demenagement	Germany
Ca débrouiller à 2 (sans famille et amis proche)	Germany
La distance qui me sépare de nos familles	Germany
Pet care while on TD/leave	Germany
Making a meaningful life in a foreign country away from family and friends, work and the usual opportunities that Canada provides.	Germany
Language and cultural barrier. Politeness and courtesy are not great here, and one needs to develop a thick skin, impose their way in order not to get trampled over by the local rudeness.	Germany
Language barrier	Germany
Time change to Canada	Germany
Rate exenge euro vs cdn dollars	Germany
Finding local health care.	Germany
Language barrier	Germany
Limited employment options (which was expected)	Germany
finding english speaker in all german service provider	germany
Cost of life in the Düsseldorf area	Germany
Finding a automatic vehicle	Germany
small community and limited social interactions	germany
distances between facilities that offer services.	Germany
Work related challenges due to lack of policy	Germany
Language.	Germany
Moving into my residence	Germany
Understanding and coordination with landlord and city.	Germany

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stove/oven	Germany
Being in such a small community and not being able to leave your work at work.	Germany
distance and lack of comminalities with other spouses	germany
Language barrier	Germany
Lack of volunteer opportunities available outside of work hours.	Germany
Daycare	Germany
Slow turnaround in getting items sent to and from Canada	Germany
Language barrier	Germany
finding help taking care of my house while Im away on TD, Ive, ex etc. (water plants, mow grass, make sure its not being robbed or burning to the ground).	Germany
lack of spousal support from my base	germany
Living in a small community has its strength and weaknesses	Germany
getting up to speed with the culture	Germany
No childcare services which prevents interaction with others, attendance of courses	Germany
language when shopping/trying to find something	Germany
Bad supervision at work	Germany
unslod house	Germany
though lots of departments nobody takes responsibility and gets things done, you just get bounced from one place to the next and are expected to wait.	Germany
Delays in having claims processed with new processes introduced for PSP	Germany
Getting all the cards	Germany
Loss of a parent/ grandparent in our first year here, and the distance of our familiar support systems. Everyone here is transient, so we are constantly losing friends.	Germany
Settling in to a very different routine	Germany
Banking	Germany
Finding a place to live	Germany
driver's licence issues	Germany
Time!	Germany
Getting Insurance coverage	Germany
bad leadership	Germany
family eating habbits	Germany
getting around	Germany
shopping	germany
Finding essential services, ie what hospital does what, because they are very specialized	Germany
Money	Germany
Language barrier	Germany
New job	Germany
DIFFICULTÉ D'INSCRIRE LES ENFANTS A DES ACTIVITÉ CAR ILS NE PARLENT PAS GREC ET SONT PARFOIS REFUSÉ A CAUSE DE CELA	Grèce
La langue évidemment	Italie
Distance from extended family (lack of opportunity for support)	Italy

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General difficulties associated with living in a foreign country (services, banking, lifestyle, transport, social connections)	Italy
Commuting (in crazy driving conditions) Homes and support resources are spread out and require significant travel times	Italy
Re-Adjusting to living in a "PMQ-glass house" type of environment	Italy
Lack of support	Italy
Environment (garbage)	Italy
Langue	Italy
The Canadian dollar so low compared to the Euro and US dollar.	Italy
Housing issues	Italy
Culture (Italian - Canadian).	Italy
Distance from family	Italy
paperwork	Italy
The va bene attitude we have to deal with, if you have a problem with your house it could take a long time to have it resolved. I have spoken with other members of the community and I seen like most have the same complaint. Everything is always "tomorrow" .	Italy
Culture	Italy
Managing the expectations of our family and those in the Cdn Community...this is not Canada and we need to be very flexible in what is available and how to access it.	Italy
NO ACCESS TO GREEN SPACES, PARKS, BIKE PATHS	ITALY
Lack of Canadian contact	Italy
Cultural very different from Canada	Italy
adjusting to Italian culture	Italy
Language Issues	Italy
Frustration with military decisions impinging on community activities	Italy
Education for my family	Italy
Language	Italy
Movement of pets. No control over storage of F&E in Canada.	Italy
not being a victim of a crime	Italy
Security risk	Italy
My children's adjustment	Italy
Accessing reliable Italian services	Italy
Car Insurance	Italy
Nice dog facilities	Italy
Being away from family	Italy
Not working	Italy
Driving in small roads	Netherlands
Renewal of provincial driving licences.	Netherlands
My 5 year old not being able to receive French Language Instruction in IY2 (no FFL option for that age)	Netherlands
getting our utilities, cable and internet set up properly	netherlands
Language/culture barrier/not knowing where to go for things/etc	Netherlands

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Finding qualified and reliable sitters for children	Netherlands
getting internet and phones... communication	Netherlands
Ne pas vivre avec mon fils qui est au Canada et qui a à peine 18 ans	Netherlands
Medical/Dental	Poland
sub standard health care	Poland
Medical support. Do not have first hand knowledge but rumours are that it can be difficult finding MDs that speak English. Our NATO unit is actually pretty good at providing local translation if needed but medical treatment can have confidentiality concerns.	Poland
husband working so much	russia
Lack of DND resources	Russia
Lack of access to english books, magazines and movies (after they stopped being shipped to post).	Russia
Career sacrifices	Spain
Little employment opportunity for spouse	Spain
stray dog/cat situation is absolutely horrible and there is no way to ignore it.	Turkey
Security problems/issues	Turkey
Finding a job	U.K.
carpet in the entire house	UK
Loss of spousal income coupled with inability to collect EI benefits - this seems unfair considering that she paid into the program and that if we had gone to the USA, we would have been able to	UK
Brookfield/Benefits for move	UK
Leaving my job (and my pension) behind, perhaps forever	UK
Light bulbs. It sounds crazy but light bulbs are VERY expensive and barely last a week.	UK
Registering N. American vehicle	UK
Insurance Rates are unfair	UK
Licensing vehicles	UK
The very poor exchange rate	UK
Currency concerns	UK
Communication is all done online and it takes a long time before getting connected in London	UK
figuring out how to use the appliances	uk
lack of credit history	UK
learning all of the new commercial, social, medical, professional points of contact	UK
Depreciating Canadian dollar compared to GBP.	UK
Stress, especially regarding our son back in Canada in university, he felt we had abandoned him	UK
Banking	UK
Having to challenge (and win) inaccurate policy decisions by CFSU Det UK personnel, in a variety of fields. Not sure if this is due to poor quality of OUTCAN selection process, generally slack business hours or their focus on Det UK personnel M&W at expense of supported members and families. From personal experience I would get	UK



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more from CFSU Ottawa directly.	
Keeping up with the initial and ongoing admin burden	UK
nil	UK
Intégration à la communauté britannique	UK
Getting our vehicle plated for the UK from a CDN Europe plate.	UK
managing civilian employees	UK
The actual physical move from NCR to UK	UK
adapting to cultural differences	UK
people assuming you know things (it how to pay bills, access phones, internet , TV, doctors etc.) - No sponsor	UK
dealing with letting-agent/household issues upon arrival	UK
Miss my daughters; thankful for various media to stay connected!	UK
Nil	United Kingdom
Expenses and increased cost of living (especially childcare)	United Kingdom
Learning new ways of working	United Kingdom
Benefits for our daughter's education	United Kingdom
We had a really good transition and integration, really nothing challenging	United Kingdom
Lack of camaraderie	United Kingdom
Exhaustion	United Kingdom
isolation	United Kingdom

## Annex C – Survey Question Comments

### What do you wish you had known before you moved to your current location?

Nothing comes to mind. Welcome package (sent in advance) was very informative.	Belgique
Rien de spécial	Belgique
If you bring you TV from Canada you will not able to watch the local cable.	Belgique
Les informations contenues dans le livre offert par le CRFM	Belgique
le tres petit nombre d'emplois disponibles	Belgique
L'importance de ne pas sous-estimé les problèmes de congestion sur les routes et l'impact sur les temps de déplacement. Mieux vaut habiter plus près du lieu de travail.	Belgique
How different is really was going to be, but it was all worth it.	Belgium
not sure	Belgium
That it's not worth bringing a north american car	Belgium
The information on vehicle purchase (local, diplomatic and importation rules)	Belgium
I wish I had known that getting home repairs and maintenance would take so long.	Belgium
Vehicle inspection issues.	Belgium
How much longer the working day will be.	Belgium
non	Belgium
language, available amenities in the area	Belgium
The difficulties for a Canadian Student attending an American School and returning back to a Canadian Highschool. Challenges with the school credits etc..	Belgium
facts on what we can bring and how to conduct local administration wrt Taxes, veh registration, paying bills, bank accounts, credit cards, pay allotments etc	Belgium
I wish I had more focus on the things that were really important vice having to worry about everything only to know that it's not that imparative - Welcome Package - could be scaled down to show only the most import things to get you through your clearing in and your first few months. Everything else can be given once on the ground.	Belgium
1. How to file Income Tax (member and spouse). 2. Better description of available services and customer choices. (eg: rental agreements, telecommunications (cell), vehicle purchasing, etc.)	Belgium
Step by step in routine process in Belgium for Canada and NATO, 3 month essentials guide	Belgium
More about the reality of living in Belgium, the Belgian attitude, and culture	Belgium
How to speak the language.	Belgium
n/a	Belgium
The expectations of community involvement (school, volunteering, social committments) - overwhelming at times	Belgium
I was prepared -	Belgium
Bring less personal belongings.	Belgium
n/a	Belgium
That buying a used european car was very difficult - we would have brought a different car over	Belgium
IBB program not available here and only availble at "major" city schools	Belgium
Nil	Belgium

## Annex C – Survey Question Comments

More about the American school system in Europe and the overall administration demands of clearing in, I feel like I need an extra spouse.	Belgium
IBB programs are only available in major cities, not minor cities like Mons	Belgium
How lonely it can be. When you don't speak the language and you don't know anyone, you're not working and all the other Canadians are spread-out so far around the city...it can be a very solitary existence.	Belgium
i wish I had received a list of all the ID cards that I need to obtain.	Belgium
Can't think of anything off-hand. It's a pretty sophisticated country. All needs are met; we love the european lifestyle -- food, culture, people, health-care. All are superb	Belgium
That the MFS is not all that helpful. It's better to talk to spouse's work colleagues and their spouses.	Belgium
The information needed to be more focused - we were inundated with admin info from multiple sources but was not equipped to know what was relevant	Belgium
I wish I had sold my house - it's been very challenging renting it out! On the flip side - it was a shock to learn that the landlord in Belgium has all the rights. We were charged 750 euros to unblock a toilet. What?!	Belgium
We were well prepared for this tour, thanks to a very strong sponsor.	Belgium
I knew everything that was necessary.	Belgium
How to merge the Canadian and US DODea School systems better	Belgium
Too many to name	Belgium
I would like to have known about MagicJack a voice over IP application which gives you a Canadian phone number so that folks at home can call free of charge, but you need to set it up while you are in Canada.	Belgium
More about the electronic capabilities. The serving member must have the car registered in his/her name. Pay delay and different banking protocol.	Belgium
That living in Europe can be very isolating. Canadians do not live around each other. I know for me i felt completely isolated after the excitement of moving had ended and everyone had gone there own way. Coupled with the fact that driving was difficult I rarely made it to the base on those days.	Belgium
A list of anticipated expenses in the first few months to be able to put money aside.	Belgium
How cosistently lousy the weather is.	Belgium
The inefficiencies with administration to get posted in, the inefficiencies with the country's bureaucracy and perhaps a better system for sponsorship.	Belgium
We have been posted here before, so there have not been any significant surprises	Belgium
More information on the different districts and what they have to offer.	Belgium
I think we were pretty well prepared and informed.	Belgium
The right processes for all personnal administration (visas, drivers' licence, etc ...)	France
Que le CRF prête un parc, chaise haute, ect. comme ca on ne traine pas ca dans l'avion, nous montrez les chose essentiel a l'épicerie (savon a linge, softeur, café moulu, etc)	Germany
rien a ajouté nous avons eu un bon résumé et beaucoup d'information	Germany
une garderie	Germany
how rural and remote it is	Germany
Whether there were job opportunities at Ramstein.	Germany
That Germany is not this idealized fairy-tale country. There is resentment towards	Germany

Annex C – Survey Question Comments

stationed forces here, and we are seen as rich people who don't pay tax, and people will try to take advantage of you.	
getting a security check before hand would have been helpful to know, the language	Germany
A little bit more of the language (reading menu's) but it's not super important	Germany
How long of a process it is to get all the administrative work done (ie. banking, ID passes, etc) upon arrival in the country.	Germany
I was well prepared	Germany
Should have stocked up on much more North American brand products. I let the "no liquids" rule intimidate me. On my last OutCan it didn't apply.	Germany
Whitout having to be fluent, it would have been nice to have better knowledge of the language. This would have made the transition much easier	Germany
Was very happy with information provided in advance of moving.	Germany
I don't think there's anything I wish I knew in advance that would actually change anything	Germany
That most if not all german company are not speaking english at all	germany
Nothing special	Germany
N/A	Germany
How to stream television shows	Germany
Can't think of anything	Germany
the intricacies and costs of Car ownership ie bringing them with you from Canada, housing and furniture issues	germany
Battle Rythem for CFSU(E) personelle and also ammenities within CFSU(E) and how one works to accomidate the other.	Germany
Nothing stands out, we felt well informed. (work related - better policy information, procedures in place)	Germany
The rules regarding rental services	Germany
That it is a very rural area	Germany
The language	Germany
Nothing really. We conducted research or asked pertinent questions prior to arrival.	Germany
How to contact and claim medical services at a Remote Post	Germany
Taking a computer course in Canada would have been very helpful because it was not offered here when I arrives.	Germany
Family challenges that exist across Europe and how my job could be affected by them	Germany
N/A	Germany
Not much. This was an OUTCAN-to-OUTCAN posting for us from another remote location in Germany. We have adapted and the increased presence of US forces has made it easier. The NATO school has some great family programs along with the USAG school located near us has helped tremendously	Germany
Information regarding residency status	Germany
how alone we would be. that more job opportunities were available and it would have been better to live closer to support base and family with kids instead of close to hubbies base where we are alone	germany
I wish I had known that I was alone; I would not have changed my mind, but I would have prepared myself better	Germany

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Nothing I can think of.	Germany
nothing	Germany
That my children's friends would be living about 20 minutes away.	Germany
Nothing, as I fully researched what to expect before arriving here.	Germany
The "REAL" job description at NATO including all the secondary duties on the National side	Germany
no, I knew this would be the case, it just doesn't make it easier to manage.	Germany
I wish i had known that I would be so isolated; it would not have changed my choice but I would have preferred the honesty. Too many people saying that the base, MFRC and other departments would be there to help me with everything I need, yet everytime I call with a question - they tell me that Wesel is not their problem, they don't know the answer (and aren't willing to educate themselves) or fabricate misinformation that contradicts information given by another member in another department	germany
that I would be expected to participate in community events regularly	Germany
what to expect in the event of a newborn	Germany
The lack of childcare support.	Germany
N/A	Germany
details that were given in the welcome brief that was given a month plus after arrival	Germany
nothing in particular, I lived OUTCAN before, so had a very good idea what to expect	Germany
n/a	Germany
everyone is always on vacation if you need a service	Germany
Simply needed better reliable info. Our transition person was a big help.	Germany
A clearer understanding of the social challenges faced by high school (ages 15 - 18) teens. There are so few teens in the Canadian section that the pressures seem to be intensified, since they are not able to move, interact with different teens.	Germany
How challenging it would be to acquire/establish local services	Germany
Bring more power adapters	Germany
Availability to have our veh repair in the area	Germany
nothing	Germany
Nothing, all info I required was avail to me here	Germany
Can't think of anything.	Germany
That 120V lamps will work in 230V sockets provided you put 230V bulbs in them.	Germany
the kind of chain of command and what was the work schedule and area of work	Germany
that you can only access dental one year after your arrival date	Germany
Nothing	Germany
Availability of certain items	Germany
The MFRC have been a great help with moving here.	Germany
a welcome pkg with info before you arrive	germany
My posting message stated that childcare was hard to find, they should have said non existant in the DND community	Germany
Canadian electrical devices CAN be used in Europe if the correct percautions are taken.	Germany

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Brookfield was Terri le	Germany
everything, yes Germany seemed like an opportunity, but unless you are fully made aware of the challenges you will be lost.	Germany
Nothing more than I did	Germany
LA LANGUE, UN COURS DE LANGUE DEVRAIT ETRE DONNÉ AVANT LE DÉPART	Grèce
C'est mon 2e posting à Naples, le premier avait été beaucoup plus difficile.	Italie
Better awareness of the difference in local attitudes from what we are used to in Canada, Italian work ethic, business hours, driving, etc.	Italy
Nothing, we were very well prepared.	ITALY
The inability of family and friends in Canada to understand balancing the difficulties of being abroad with the pleasures of being abroad. This is not a vacation.	Italy
I wish I had known how challenging it can be to have small children in Naples. The homes are gated, isolated, small numbers of kids in the community, no public parks taht are clean and safe etc.	Italy
the whole matter of trying to learn that nothing ever happens at a normal Canadian pace here. When it gets done it gets done, don't panic.	Italy
The top 3 challenges noted above. Knowledge in advance would have lead to more research and inquiry.	Italy
Home Safety/Security	Italy
That the house would be so dark because everything needs to be locked up.	Italy
The type of support that we should expect, and a better sponsor system. Which IRP office that is to support a new member.	Italy
All the facts about the posting to make an clear informed decision.	Italy
How "crazy/chaotic" it can be in Naples. Love it, but there are days....lol	Italy
I wish I had known how isolating it would be here. There are no parks , roads are very poor, and few sidewalks. How bad the Mosquitos were here, also how damp the houses are. My son was young when we moved her and I have since had a daughter as well, is not much for us to do outside of the house so we are home a lot. Most Italian towns are not stroller friendly so exploring is challenging.	Italy
Sécurité issues	Italy
How challenging the Italian bureaucracy is and the level of patience required.	Italy
THE AMOUNT OF CRIMINAL SITUATIONS THAT CANADIANS ARE FACED WITH AND THE NUMBER OF TIMES THAT OUR COMMUNITY HAVE BEEN ROBBED.	ITALY
It would have been nice to be a bit better prepared that the area was quite non-English and be told about how life would now be difficult. For instance, thinking carefully, or enlisting support to make apointments to get a hair cut, see the dentist, or if you have an emergency and have to go to the hostpital where your language is not readily spoken.	Italy
I wish I had a better grasp of the language and understanding of the culture	Italy
I wish I had had a basic grasp of the language, very few people speak English in this area	Italy
Difficulties in (or cost of) transferring money	Italy
All of the above	Italy
How difficult it is to raise my daughter in a place that doesn't offer an environment that provides her with experiences we take for granted in Canada (ie. green space,	Italy

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children's parks, recreational activities for her age group, school options).	
Education options to include distance learning and/or home-schooling opportunities due to cultural and different focus of local school curriculum.	Italy
The lack of support obtained by Dependent Education to find suitable learning environment for young children. I would have done more advance research on my own.	Italy
Nap[lers is not like the rest of Italy. It is an extremely stressful environment culturally.	Italy
The difficulty in maintaining a North American specific vehicle.	Italy
I felt well prepared.	Italy
That I wouldn't know what I needed to know until I had lived here for a bit.	Italy
It is difficult to come here with children. Arranging education is extremely awkward and frustrating due to poor and inconsistent information and communication from CEM. Houses are very isolated, and in order to have a feeling of community, you must become involved with the Canadian or international community (NATO).	Italy
Italian	Italy
More clarity about international school options	Italy
How little there is to do for children	Italy
Learned the language in Canada	Italy
Langage	Nertherland
na	Netherlands
Rules and Regulations governing dependents attending university in Canada	Netherlands
more about what to purchase before moving and what to purchase here	netherlands
How long it takes to get stuff done/how long it takes to feel settled	Netherlands
The level of french education being provided at the international school. This was not well described to us either through website and by discussion with personnel.	Netherlands
Nothing of importance	Netherlands
how to get internet and phones set up. Not having internet for nearly 2 months was difficult	Netherlands
I feel we were well prepared for our move and we received all relevant knowledge prior to moving - the local Canadian community is a great support system	Norway
We take one day at a time and learn by doing.	norway
The ability of CAF to meaningfully effect the items above.	Poland
nothing specific	Poland
Our own research was fairly thorough and we had a good handover/reception from the departing and remaining Canadians.	Poland
how difficult living overseas could be	russia
That bringing my car was a feasible option	Russia
info about filing taxes, voting, provincial health care coverage, not allowed to have babies at post, no baby shipment such as DFATD gets, CBSA rules for bringing things back at the end of the posting.	Russia
How important it is to research exactly where you will be living & how important it is to learn the language!	Spain
Could not get shoes big enough for my	Spain
That they do indeed poison dogs here- one has to be very careful walking your dogs	Turkey

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because people throw poison down on the streets and in areas where they do not want dogs. Last year around the cirner where I live 27 dogs were poisoned. Also gunfire at night is quite common here. Never want to let your dog off your property or it will likely get shot.	
The extreme lack of english spoken	Turkey
How expensive everything is	U.K.
school system	UK
More contacts at the host unit and their responsibility	UK
More about available education opportunities for dependants	UK
Meet with School, Meet with a physician, see our residence prior to deciding what to bring and what to leave in storage, how challenging driving would be	UK
That my house would be very tiny and that others would live in mansions. That no one would care that we were living in sub standard housing even though others in my community were living like kings and queens. That there is no standard.	UK
I wish I'd been able to see our new home and to have a more detailed idea of what would actually be provided. It's hard(ish) to run a proper house with half the essentials. Our posting is pretty awesome though and any problems I've encountered are entirely First World Problems. Nothing serious. Just minor annoyances.	UK
The important issues that get lost in all the information that is thrown at you for an OUTCAN posting. The process needs to be simplified.	UK
More detail on changes required for the car, inconvenience of not living near the CFSU.	UK
That the distance away from London and other Canadian Families would be as far as it was.	UK
N/A	UK
Housing standards differ considerably	UK
The cost of living	UK
Difficulty in importing a vehicle form Canada. Would have purchased a vehicle in the UK.	UK
Background information on local services	UK
nothing really -- felt fairly well prepared and aware of what things would be like.	UK
A better appreciation of rental market and options would have been helpful during HHT.	UK
Better understanding of where to look for a home and transportation routes, how hard it is to stay fit, on the London work grind, and all of the cakes. I worry about weight constantly	UK
Clearer direction concerning banking and visas	UK
How little support would actually be delivered by CFSU Det UK.	UK
Schooling impossibility for a 15 year old - Gr 9 going into Gr 10 as UK does not allow that. They have to go down a year and then leave with nothing half way through A levels or stay in Canada...	UK
Recommended suppliers for phone, bank, insurance, etc.	UK
participated in OUTCAN TRG sessions	UK
What a pain it is to get vehicle lights changed and registration in UK	UK
Le fonctionnement du système scolaire britannique et de la façon que les FAC supporte	UK



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l'enseignement	
I didn't think it would be so difficult to obtain French language teachers for my children. Yes, there are teachers but, they deal mainly with French as a second language.	UK
that the workload would be much heavier than indicated	UK
when I obtained a NPF job as a military spouse that a 5 year verification was needed for security clearance. (I left old important documents in long term storage)	UK
how to organize daily life that we take for granted in Canada like banking, doctors , internet etc and timelines associated with them.	UK
Oddly, more stuff on how to manage our holidays and how to better plan and book them. This does seem like a whiny first world problem, but part of an OUTCAN posting is to experience other cultures and places. The choice and how to book/get deals can be an expensive process if you don't know how the systems work.	UK
Nothing; I love being here!	UK
Not to rely on Det UK to provide useful and accurate information.	United Kingdom
better understanding of timelines and expected level of support	United Kingdom
NSTR	United Kingdom
A large amount of personal funds are required (10k at least) during the move, the more you have the easier it makes things as well as reducing stress until your IRP claim can be finalized and you get it all back.	United Kingdom
Expense of trying to obtain work credentials	United Kingdom
That the size of military housing can be significantly less than normally enjoyed in Canada and that there is a means of redressing inadequate housing allocation	United Kingdom
Driver's licence information	United Kingdom
Nothing in particular	United Kingdom
prescription glasses allocation	United Kingdom
What my accommodations would be like, only my spouse was able to visit on DIT. This should be available to the couple and not just one person. We moved as a family, not just my spouse and only one person cannot make all decisions accurately.	United Kingdom
Nothing	United Kingdom
That same day business service does not exist in the UK. Getting documentation that DND requires from UK business's is next to impossible.	United Kingdom

## Annex C – Survey Question Comments

### What is your biggest concern regarding your return to Canada?

pour le moment aucune	belgique
Location! Wife's career depends on it.	Belgique
Me retrouver un travail dans mon domaine	Belgique
Get a nice house.	Belgique
Trop tôt pour le moment	Belgique
ma profession	Belgique
Lieu de notre déménagement	Belgique
That i will refelect on living in Europe too much, and not embrace being back in Canada	Belgium
missing Europe	Belgium
Securing spousal employment upon return to Canada	Belgium
N/A	Belgium
The location of posting	Belgium
The price of real estate in my new location, and employment for my spouse.	Belgium
N/A	Belgium
missing the European way of life and abilty to travel on a limited budget.	Belgium
seeing the alot of snow again	Belgium
non	Belgium
job oppertunity	Belgium
Ensuring my son has all his credits for returning to a Canadian HS.	Belgium
Nothing at this time	Belgium
Where will I be posted to next?	Belgium
Not knowing where I will be posted to next and then having to quickly (>five days) re-purchase a new home in an unfamiliar market.	Belgium
N/A	Belgium
Getting back into my field of employment	Belgium
Employment for me	Belgium
price of wine in Canada	Belgium
re-adjusting	Belgium
none - when can I come back?!	Belgium
None	Belgium
Where to relocate to?	Belgium
Going back to soon and having no house hunting trip since our principal residence was rented out for two years - the only renter we could find for it. We were told we cannot qualify for a HHT even though we will not be returning to our principal residence.	Belgium
My teenager not being behind in school and for me not finding a position back at work	Belgium
Nil	Belgium
None yet, just arrived.	Belgium
Teenager being behind in school and my job prospects	Belgium
Depending on the location, being able to afford a house.	Belgium

## Annex C – Survey Question Comments

nothing	Belgium
none	Belgium
Re-entering my profession after a lengthy absence.	Belgium
Trying to find post-military employment while out of country	Belgium
Financial - it is quite expensive living in Europe and we are not adding to our savings account.	Belgium
Retirement options, lack of SCAN opportunity while over seas.	Belgium
Location of final posting.	Belgium
Employment- I will have lost my nursing license while I am out of Canada as well as my seniority	Belgium
Transition back to reality	Belgium
Finding a job in my field after three years of not working	Belgium
custom procedures.	Belgium
Reintegrating with people who may not understand that experiences I have had. Living abroad gives you new tools to cope with various situations, but also new and exciting experiences which help you grow as a human being. It can be difficult to go back to every day Canadian life after an experience living in Europe.	Belgium
Employment.	Belgium
Nothing	Belgium
The economy and relocating to a market where one can afford a home.	Belgium
The final move (I will be retiring when we leave SHAPE)	Belgium
None	Belgium
Employment	Belgium
Leaving my husband behind	Belgium
Where am I going ?	BELGIUM
Not sure yet.	Belgium
Schooling transition for kids and the customs!	France
Trouver un emploi	Germany
prochaine mutation	Germany
d'avoir mes trucs à la porté de main, savoir ou je vais !	Germany
D'esperer un emplacement près de nos familles car malgré que nous sommes bien en Allemagne nos familles nous manque beaucoup	Germany
auncune	Germany
none	Germany
Finding employment.	Germany
The location of my spouses' next posting.	Germany
that our car or property will be damaged during the move (there were some pretty bad moves last year with a lot of damage)	Germany
Selling my vehicle - Not a big concern	Germany
N/A	Germany
None	Germany
I want it to be the right location because I want it to be the last move.	Germany
Finding fulfilling work	Germany

## Annex C – Survey Question Comments

retirement location	Germany
Being in the first half of our posting, I haven't thought of it	Germany
none	germany
Nothing special	Germany
Employment difficulties and school systems adaptation	Germany
My children's return to Canadian schooling	Germany
As I've moved several times - I don't have any real concerns	Germany
employment of spouse and reintegration to yet another new community for spouse and child at school	germany
Not on my mind at this time.	Germany
Were will I be located.	Germany
Retirement	Germany
N/A	Germany
Where I'm going to live	Germany
House Purchase.	Germany
Timeline to complete all the required admin and clearnces to return to Canada.	Germany
Making sure I have all my updated courses before I return to the health care profession and will I have a reference if my boss is posted home the same year as I am?	Germany
Reintegration with family	Germany
No concerns	Germany
where we are going	Germany
After consecutive postings overseas, re-integration back into Canadian units may be challenging. After 4+ years away there will have been considerable turnaround in my career field and associated units. Not anticipating difficulty but it is a concern.	Germany
Having enough time to find the right house.	Germany
to far away to think about at the moment	germany
Way of life is so different here in Germany; some ways are better than back home and leaving this behind will be an adjustment.	Germany
Finding employment	Germany
Finding a job	Germany
My children's adaptation to their new school.	Germany
That I will miss Europe!	Germany
No concerns whatsoever, looking forward to my return. Germany is not at all what I had envisioned and is a tremendous disappointment.	Germany
Nothing	Germany
going back to work, finding employment, no longer traveling	germany
Timing for a new position. Will I be able to return to Canada with a position? Will this position be a lateral movement, a promotion or a devotion? Will I get support from PSP to relocate with a position in a location that would suit my needs?	Germany
finding proper school system for my son	Germany
My child will not be at the acadmenic level required to continue an education in French.	Germany

## Annex C – Survey Question Comments

Taxes	Germany
adjusting to more expensive groceries	Germany
Where I get posted	Germany
finding work	Germany
location for the next posting	Germany
a messy move again but I'll be glad to be home.	Germany
None, though we will have big decisions on retirement housing.	Germany
My returning to work as a RN in Canada, after not working in my field for 4 years.	Germany
Not a concern per se, but a lifestyle change as I intend to retire when we move back	Germany
None, it is just another adventure.	Germany
Nil	Germany
going to another OUTCAN	Germany
Missing Europe and re-adjusting to life in Canada	Germany
Several; Life in the slow lane. 100 km speed limits, post autobahn!, Loss of benefits, Taxes,	Germany
Coordinating the move with retirement	Germany
damage of the furniture and administartion and money	Germany
missing Germany	Germany
Missing the European lifestyle	Germany
not being in Europe	Germany
Have not thought of that yet, we have only been here for a few months.	Germany
finding a job	germany
will be posted to an unaffordable location, and will I be able to unload our german appliances and vehicle.	Germany
Funding and move entitlements which seem to have been cut or defined differently from previous years. This makes it hard to plan for a move back.	Germany
Employment	Germany
Nothing Now	Germany
Where I'm going	Germany
MA RETRAITE QUI ARRIVE	Grèce
Le fait de retourner à une routine qu'ici je n'ai pas tellement. Quitter l'Europe va être déchirant et j'ai peur de tout trouver laid chez nous.	Italie
My wife will have been out of the work force for several years, so may have difficulties finding employment. Also the impact of a single income on securing a new mortgage.	Italy
Loss of the <small community> feel.	ITALY
Reverse culture shock	Italy
Posting location and employment/finances	Italy
Ensuring that my child's education has not suffered by being OUTCAN as we are earning credits in a school following the US Educational system and we are making up additional credits assuming that we will be returning to a posting in Ontario for the final year of High School..	Italy
Employment. Having been unemployed for the past 4 years, it will be hard to re-integrate at the same level I was at when I left.	Italy

## Annex C – Survey Question Comments

Expenses	Italy
None	Italy
No concerns	Italy
None.. we will be in the retirement zone and we are looking at what location is best for our Child.	Italy
Buying back into the housing market, wherever we may end up.	Italy
my only concern is the flight back with small children since it is long and having to live in a hotel until our new home and household items arrive.	Italy
Nothing	Italy
None really, just focussed on our time here in Italy. There will be lots of time to sort that when we head back.	Italy
MY CHILDREN'S EDUCATIONAL EXPECTATIONS...MISSING CREDITS.	ITALY
The financial impact of losing the money I'm making while in Europe. I also worry I'll be a worse driver, and will miss the travel benefits of living in Europe.	Italy
I will not be employable	Italy
employment	Italy
Not thinking about it yet	Italy
None	Italy
Disconnection from the military family community, because in Canada the MFRCs don't have the same personalized outreach as we have in Naples.	Italy
Re-integration of my daughter's back into a French-immersion school program. Related, re-integration into Canadian curriculum, specifically maths and sciences.	Italy
None.	Italy
Retirement administration. Shipment of pets.	Italy
Spouse's ability to find employment after 3 years away.	Italy
Nothing.	Italy
Finding a job. My children's adjustment. My husband's career.	Italy
The change from having so much support from MFS to having little to no support, unless I seek it from an MFRC.	Italy
Retirement upon returning	Italy
French immersion	Italy
No concerns	Italy
None	Italy
None	Netherlands
na	Netherlands
OUTCAN Pers returning to Canada are given the lowest priority in posting preferences.	Netherlands
Having been away from my work environment and my children's transition back to their French school (socially and academically)	Netherlands
hopefully our house in Ottawa which is being rented out will be in good condition when we return	netherlands
Massive reverse culture shock	Netherlands
Schooling equivalency and subjects/materials covered.	Netherlands
Integrating back into my profession.	Netherlands

## Annex C – Survey Question Comments

leaving Europe!	Netherlands
Retrouver un emploi	Netherlands
gaining employment for myself upon return	Norway
just arrived, still setting in therefor have not even thought about going back.	norway
Nil	Poland
fitting our children into an education system that is far behind the European one.	Poland
Not really an issue at this time but I would have to say ensuring we get posted back to where we left as our house is being rented out.	Poland
my child adapting to the new school	russia
Location of posting and importation of a car purchased in country.	Russia
Loss of community (starting fresh at unknown location).	Russia
I think readjusting to life as it was before will be a challenge after living away for a few years, however, I am not concerned that anything will be too difficult. I think I will be prepared.	Spain
None	Spain
Shipment of our vehicle. The last time our vehivle was destroyed. They should be shipped in separate containers- not roll on roll off- that us a disaster waiting to happen.	Turkey
Medical	Turkey
Loss of income, reintegration back into Canadian society, damage/loss of personel items during move.	Turkey
Re-establishing primary set up. Cars, appliances etc.	U.K.
Education for my child, who will have to complete last year of high school in a new school new system, new country, etc.	UK
When we will know where we are going	UK
finding a job	UK
Going back to work after 4 years. We move every 2 to 3 years so it is impossible to find steady work despite 3 degrees.	UK
Getting posted somewhere unpleasant.	UK
my son's school as he left Canada at grade 6 completed, started here at grade 8. Grade 10 and 11 can't be split but will be posted back when he will be grade 10 so he will loose a year	UK
Move of F&E	UK
From experience I know that it takes 6-9 months to re-acclimatise. Creating a life in Canada will be more challenging than creating a life on an Out-Can posting!	UK
My kids education and ensuring it will be level with Canadian Standards (in french).	UK
Posting back to origin	UK
None really	UK
I have no concerns	UK
When are we returning to Canada	UK
none	UK
Coordination of moves fro storage and the U.K. Limited HHT.	UK
Getting the children enrolled in a school	UK
not knowing where we will live	uk

## Annex C – Survey Question Comments

nil	UK
wishing that I had stayed in the UK	UK
Daughter's reintegration back into school.	UK
Change in lifestyle	UK
Where will I be posted	UK
Being posted to the region of my choice, for dependent education purposes.	UK
None	UK
Having early approval to organise the move.	UK
none	UK
Trouver un domicile convenable, prêt d'école qui rencontre les besoin de ré-intégration au système scolaire canadien pour mes enfants	UK
Going back to work, will need to update my knowledge to renew my RN permit. My children going back to a French school.	UK
whether or not to retire	UK
Posting location	UK
re-entering the workforce	UK
That my child has romanticized the return to Canada and that things haven't changed.	UK
No concerns.	UK
Having to rely on Det UK for useful and accurate information.	United Kingdom
No concerns	United Kingdom
readaptation	United Kingdom
None at this time	United Kingdom
learning the state of our possessions that have been in storage for in Canada for three years.	United Kingdom
Reintegrating back into Canadian culture including our children's integration into schools/neighbourhood	United Kingdom
Adjustment to North American life	United Kingdom
Returning to Canada	United Kingdom
Nothing at present	United Kingdom
Finances	United Kingdom
Housing markets	United Kingdom
Where we will be posted to, and whether or not to retire	United Kingdom
none, other than where will I be living this time.	United Kingdom
Children education	United



Annex C – Survey Question Comments

	Kingdom
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## Annex C – Survey Question Comments

**Do your children under the age of 12 have opportunities for social interaction and learning, be it within the Canadian or international communities? | Any comments?**

I have five year old, and there isn't many Canadian children his age.	BELGIUM
the international (American) is more welcoming that our own community	Belgium
There is no information regarding which city to move to, the local amenities or what services my children are entitled to receive (from the German government)	Germany
all social interactions are scheduled amongst ourselves, at random locations throughout the city	germany
Lack of services	Germany
Ne s'applique pas	Germany
there are only 2 children under 12 in location	germany
Outside of a weekly playgroup at MFSE I was left to find oppportunities on my own.	Italy
My daughter finds it lonely to be the only Canadian girl the same age as her	Italy
My children take part In Play groups with the British community and Canadian community.	Italy
Based on age they are available on the economy only	Netherlands
Limited and VERY expensive	Russia
We find it is difficult at times to connect with people here. They are not very inviting.	UK
Child is only 15 months old	UK
Children settled in extremely well to their new school	UK

## Annex C – Survey Question Comments

**Do your children aged 12-18 have opportunities for social interaction and learning, be it within the Canadian or international communities? | Any comments?**

It would have been nice that my teenager was in contact with another teenager already at the posting. There was nobody even assigned at the high school the first day like you would have back in Canada.	Belgium
The opportunities are minimal with no real consideration of what the kids actually like or want.	Belgium
She is very busy with school and her competitive swimming club so there is no time for much else.	Belgium
The child youth coordinator replacement posting took months to fill. It is now filled but no services are still arranged. Not sure why.	Belgium
If they are active athletically or have school friends that live nearby, it is much easier to arrange, coordinate social interaction. Most of the teenagers	Germany
Love the annual Youth Conference	Italy
Son attending boarding School	Italy
Not a large group	ITALY
I just find there isn't enough to do on the Netherlands side of the border, everything is in Neiderheide for the kids except the odd event	netherlands
No other Canadians of same age group in local area.	United Kingdom

## Annex C – Survey Question Comments

### Do you have access to parent and caregiver education and resources? | Any comments?

The school itself is an issue as some teachers are not teaching the ON curriculum. Some teachers are at not teaching to the correct grade level. I have brought this up to the principal and teachers but they were not pleased to do something about it. It is a large concern.	Belgium
I have been in touch with the detachment education coordinator on several occasions asking for help and never received a response.	England
We have only 1 baby sitter available	Germany
Primarily from NATO School and USAG	Germany
Would attend if childcare servies were available	Germany
There are some available with the school, however, it has proven very difficult to attend these sessions. Difficult to find resources for parenting teens.	Germany
I had to find my own local caregivers. No parent education offered.	Italy
Parental seminars would be helpful	Italy
There have not been any development opportunities in the last year.	Italy
Comprends pas la question	Netherlands
Not to my knowledge	Russia
CFSU(E) gave us some educational materiel when we arrived.	UK
In spite of inaccurate information provided by CFSU Det UK.	UK
Not sure what this refers to	UK
We have a French tutor	UK
his school	UK
No education support provided by Det UK	United Kingdom

## Annex C – Survey Question Comments

### Do you feel well equipped to manage child care needs in emergency situations? | Any comments?

discussed earlier	Germany
Not primarily through the Cdn community	Germany
i have asked for such information, and consistently told that I do not qualify because they do not have access to a list of caregivers in my area - but they will pay someone once i find one	germany
Lack of childcare services has had a negative impact on operations	Germany
After two years here, we feel very confident about our arrangements.	Germany
ICI LES GARDIENNES N'EXISTE PAS C'EST LA FAMILLE QUI S'OCCUPE DES ENFANTS	Grèce
we are fortunate to have friends in the community but other families may benefit from having systems in place that don't rely on them building their own relationships.	Italy
It is only by coincidence that a family friend is a local doctor who knows the local system. However, without her assistance we would be lost.	Italy
No situation has risen with this requirement.	Italy
We rely upon neighbour support to find things	Italy
Friends/Co-Workers	Russia
Can count on friends to help out, but officially there's limited support. Health care system is rubbish and ambulances are a non-option because of traffic congestion. Could take hours for ambulance to get to you in an emergency.	Russia
Only because we developed good relations with our neighbours/the UK military community.	UK
Once established in the local community we have friends and neighbours for support, but it took a while to get established	UK
Having a 16 year old I am on the brink, but if we go away urgently we have no one to care for him	UK
We have a plan now, but for the first 6 months of the posting there were very few options available	UK
We have medical needs that we liaised from Canada from our children's hospital. We figured it out ourselves.	UK

## Annex C – Survey Question Comments

### Do you have access to child care options? | Any comments?

childcare options is very limited. Very disappointing when we first arrived. (Daycare during the summer - posting/arrival/in-clearance	Belgium
Reinstitute Camp Canuck	Belgium
By not knowing the language in our contry of residence, finding a babysitter is more challenging. The pool of available and trained babysitters that can converse in our language is very limited.	Germany
Limited spaces	germany
Through the Americain community	Germany
nous en avons de besoin et ca peut meme creer des emplois pour nous les femmes ! les femmes	Germany
Not a huge issue with the age of my children however this could have significant impact on finging willing members to take OUTCAN/remote postings	Germany
I would have to rely on my neighbor or a few of the other wives for help, but they have their own children to take care of	Germany
Childcare options for the summer prove to be challenging. Several options are available, but because they are with another nation, their registration process is extremely lengthy, confusing, and not well organized, especially if one of your children has an allergy or medical condition.	Germany
Only Brunssum Netherlands	Germany
I found a local caregiver on my own.	Italy
I hired a nanny last year, but now I do not have child care. The cost is too financially draining on our family.	Italy
Limited, need to build a network.	Italy
Recommendations from other expats	russia
Moving to a country where you don't have anyone. It would be nice to have opportunities to go out without children.	U.K.
All depends how long the child care is required for.	UK
Haven't investigated yet, our children can be left alone over short periods of time	UK
He is independent	UK
options include school, child care services, private baby sitters and local friends	UK
The school helped us locate babysitters, not MFRC	UK
Child care is extremely expensive	United Kingdom

## Annex C – Survey Question Comments

### Do you feel well equipped to manage your children's educational needs? | Any comments

I do not feel that CEM should have any say in our choice of schooling for our children unless we require help.	Belgium
We have had a daughter begin university during our posting - we would have liked to explore the option of her studying in Europe but we had too many questions unanswered so we sent her back to Canada for school.	Belgium
I have been trying to address issues at the Canadian school to no avail. I will keep trying but there are huge barriers within the school community. This needs to be looked at.	Belgium
again limited input by us	germany
Kita is available for all children but no one was able to tell us this before moving. We picked a house on a town that is unable to help me get services for my children. If we had known, we would have chosen better	Germany
while germany has a mandate to give free childcare to all children 3 yrs and older, each city executes this mandate differently. Asking the MFRC for assistance in calling or writing them... no one knew about such program and was unwilling to assist.	germany
VERY dissapointed in that the school is not bilingul and if known, an OUTCAN posting would likely not have been considered	Germany
We find that the children are loosing much of their French second language proficiency. Resources at the school have been cut each year since our arrival, and resource help for child(ren) requiring assistance with a subject(s) is extremely limited. Math programs that were once available to assist students are no longer available (eg: IXL Math). Communication from the school on how our children that require a bit more monitoring is challenging. Information often is relayed very late (near the end of a semester). Dealing with different school systems and grading systems has proven challenging.	Germany
no french education	Germany
need child friendly french on-line language training	germany
Children in preschool so haven't engaged CEM yet. Would love to see support extended to children 3 and older.	Italy
I have actively gone out and sought assistance from CEM	Italy
Not well informed on post-secondary education	Italy
The team in Canada needs to work inside the European hours or talk with the Families Bi Monthly so that there are no issues with the Childs educaion.	Italy
My children are not school age nor will they be during our posting.	Italy
CEM offers conflicting answers and support. Their provision of up-to-date and accurate information is missing. It is difficult to get information from CEM at times, and they do not seem to be forthcoming with all the information we needed to know upon arrival in Naples.	Italy
In terms of promoting Canadian education standards there have been many discussions with the local school administrator and us. This has resulted in minor modifications to educational approach for "international" students but is still very different than what I would consider Canadian standards.	Italy
Yes, due to my work not by support from DEM.	Italy
This continues to be our greatest challenge	Italy
Learning french for French Canadian kid is very difficult in this posting ressource	Nertherland

## Annex C – Survey Question Comments

limited.	
French First Language instruction not available until IY3	Netherlands
I worry about the kids not having adequate French for when they return to Ottawa	netherlands
I would like french immersion to be available	Netherlands
By far, education is the largest problem with remote postings. Dependant Education is helpful to the point where decisions are made by the higher Working Group. At this point, it seems the educational needs are placed behind money or process.	Poland
Adequate French Language tutoring has continued to be difficult to find	Russia
York UK being a new location, some work was required by us to find out the good schools and we are still working on getting a french tutor.	UK
He is happy in his school but I am very worried about the end of the posting because he will have to leave his current school with his last year of high school still to go.	UK
In spite of inaccurate information provided by CFSU Det UK.	UK
finding second language instruction was a significant challenge	UK
Applying to schools in the UK is convoluted. A better "how to" guide would be useful. I spent hours on the internet before our posting researching this. Without that research we would have been in a world of hurt.	UK
No education support provided by Det UK	United Kingdom



## Annex C – Survey Question Comments

### Family Separation and Reunion | Before | What challenges, if any, have you encountered?

adaptation horaire travaille deux militaire travaille t.plein outcan	belgique
Unexpected.	Belgium
I feel supported by DND members and their spouses only.	Belgium
The biggest challenge was having someone my kids could contact in an emergency - with time difference and restricted phone access it was hard to find someone to help my daughter when she had a medical emergency.	Belgium
unprepared for him to leave, were told he wouldnt be gone	germany
I have a great community with my son's school community. I have had a lot of support through the friends I have made.	Germany
lack of childcare	Germany
metal break of single parenting	Germany
from canadian forces but not my current employer	Germany
This location is very difficult to support since it is located well away from any Canadian support centre. as far as i'm concerned this is a remote location with limited services.	Italy
MFSE needs to personalize the help (not) as singles, but as a group so people can chat and express their issues and concerns	Italy
Exercise and training requirements have meant temporary separation. However, MFSU did not have any visibility on periods when I would be away.	Italy
did not inform of mbrs absence -	norway
C'était pas bien long...juste un 3 semaines pour l'exercice en Espagne	Pays-Bas
No services for remote pers - but they did call.	Poland
The work load is crazy.	russia
More frequent travel than a real deployment	UK
Have had one contact but unconnected with my program	UK
Neither CFSU or MFRC were really involved other then being informed	UK
Very little support provided by Det UK. Local support provided but not through official Canadian channels	United Kingdom

Annex C – Survey Question Comments

**Family Separation and Reunion | During | What challenges, if any, have you encountered?**

surcharge pour conjoint	belgique
lonliness/boredom	Belgium
Financial due to expenses and distant travel.	Belgium
We have young adult children (ages 21 to 28 years) back in Canada, there has been little support for parents with adult children.	Belgium
As described above	Belgium
Death of a parent/ long courses separation back in Canada. Illnesses	germany
learning a completly different job and skill set	Germany
used to being gone, hard being here by myslef, only have support from work collegues	germany
lack of childcare	Germany
The unexpected death of my parent just before end of year tests and exams exams meant my children couldn't travel back to Canada with me. My spouse did find it challenging to arrange after school, summer childcare care when he had not been familiar with what was available.	Germany
None	Germany
death	germany
care package for my son	Gloucester
I am in a deployed unit and we are gone at least twice a year so my spouse is along for weeks at a time, in the future our Ops Tempo is due to increase and the length of seperation will be greater	Italy
Being a single parent while my spouse is away is exhausting, isolating and lonely.	Italy
Contacted my spouse, not me.	Italy
Getting from place to place (i.e., getting car serviced)	Netherlands
It is a very long story, and was only initiated after they found out there were people actually living in Poland	Poland
Very little support provided by Det UK. Local support provided but not through official Canadian channels	United Kingdom

Annex C – Survey Question Comments

**Family Separation and Reunion | After | What challenges, if any, have you encountered?**

Getting medical payment from Allianz and no coverage for travel for compassionate reasons for dependants over age 18 yrs even though they are posted with us causing increased cost and emotional stress.	Belgium
Most of our support came from Community Friends. No outreach contact was made from, by MFS.	Germany
Contacted my spouse, not me.	Italy
PSP Naples have reached out on occasion even though they are geographically separated to inform us of various opportunities. This has been appreciated even if it was not necessary.	Italy
Due to the frequency of travel in this location it can be difficult to establish a routine with spouse and that can be a bit frustrating	Norway
Very little support provided by Det UK. Local support provided but not through official Canadian channels	United Kingdom

## Annex C – Survey Question Comments

### Do you feel your European Funds are being well spent on the Chalet Program?

Any deals on accomodation are offset by the costs of airfare once you are confirmed as having won a chalet.	Belgium
Good to have an overall info book	Belgium
My personal opinion is that this program is old and dated. It appeals to people who always think they're going to get the best deal via a military offering, which is not always the case. With the advent of the internet one is now quickly and easily able to find equivalent properties, at the same or even better rates, on their own. Also, most of these properties require air transport which they don't usually book until they know whether or not they've "won" the chalet lottery. At which point they find out that the price of travel makes the chalet not look like a very good deal after all. The chalet program is really only worth it if you determine that you'd like to visit a place first, book the airfare and then wait to see if you win a property. If you don't then, no big deal, you were going there anyway so can look into other options through VRBO or whatever.	Belgium
With all the online tools and resources the chalet program is somewhat obsolete.	Belgium
A great idea for all for morale.	Belgium
A waste of money. Not everyone benefits (only a select few can take advantage.) What percentage of the European Community actually successfully makes use (wins) of Chalet? Why such a high cost for so few? Seriously, the cost savings is negligible, members will travel regardless of it's existence.	Belgium
By the time the information comes for this program we usually have our plans made for vacation since my husband is in a small office and plans must be made will in advance in order to get the desired time off, so we have not yet been able to use this, however it seems like it is a good program for those who can use it.	Belgium
Chelet program is not family friendly if you have children in school. Dates available for Chalet program are spread over and do not match up with School breaks. However, this is not important to our family - we are not dependent on it.	Belgium
funds go to the chalet program, yet not all members even take part in it.	Belgium
Internet research I found better prices	Belgium
I've used and enjoyed it.	Belgium
Limited selection. I would recommend allowing each family to book and then recieve a certain amount per reservation.	Belgium
many chalets are more expensive than the market	Belgium
Spend more on this program, less on European Fund Grant	Belgium
Would like more input into activities. Not everyone drinks or has children.	Belgium
chalet deals are ok but places and locations are limited and difficult to obtain with children in school, I would prefer a rebate program on holiday destinations taken at my convenience	germany
Haven't had much use with it yet, however.	Germany
No trips at all	Germany
Not everyone participates in this program	Germany

## Annex C – Survey Question Comments

Understood there needs to be a level of fairness, however I do not like the method of draws. very inconvenient so I no longer participate.	Germany
we have lots of chalets available but the gym isn't open after hours and on weekends. To me that is odd	Germany
Would rather have the option of having money dedicated to childcare services as this has a greater impact on members	Germany
Most of the locations are not really places that I want to visit. People have said we can also get better deals in our own search.	Germany
A waste of money. I'd rather see these funds back into remote assistance etc. The number of CF pers that benefit from this program is low and has the appearance of not being entirely fair or equal across the board.	Germany
I don't think the Chalet Program is providing as good value to the community. I hear from a lot of people that the properties that we commit to are not as described or are disappointing in some way. I don't disagree with the mandate of the Chalet program (allowing people affordable vacations) I just feel we can provide better value, especially when there are sites (homeaway, airbnb) which provide users with assurance through their review system that the property they are renting is as described.	Germany
I have not used the program myself because I was able to find better and more affordable accommodations for my wife and I through companies like AirBnB. In addition, those families who have used the Chalet program indicated that there were a number of issues which were not addressed by the landlord and, when brought to the organizers attention, did not appear to result in any action. Recommend a review be done each year of the 25% lowest ranked chalets and that the community take an active role to “vote with our money”, ie. cancel any contract which we may not be receiving the best service.	Germany
I have rented chalets twice. Both experiences have been very negative. I have provided comments to PSP.	Germany
is it really needed??	Germany
looking forward to seeing what opend this winter spring for opportunities	germany
We all received VTA allowance when arriving here, a chalet program is a waste of money!	Italy
Great programme. we have been successful getting one of these and really enjoyed it. We continue to try and get one in each draw. Money well spent!	Italy
Have never used this program	Italy
Love this program	Italy
Not required. Europe has enough to offer.	Italy
This program is best enjoyed by families with children and does not support single members or couples without children. The timings are inflexible and most destinations are not easily accessible for all personnel in Europe.	Italy
I find the program is still too expensive for the member for what type of accomidation	Italy
It would be nice to have a few more sunny destinations for the winter chalets.	Italy

## Annex C – Survey Question Comments

The program is good but it needs to include Chalets that would appeal to couples or singles.	Netherlands
Have never used it.	Poland
did not get any alocation	uk
Got to enjoy Tuscany and look forward to the winter chalet in February	UK
Poor uptake ability for many and they are all too big	UK
The chalet program is not sufficiently flexible to offer an affordable vacation. It does not encourage cohesion.	UK
LOVE THIS have won three chalets, great use	UK
Never fitted with my fixed schedule	UK
none	UK
Why is travel from UK to chalets no longer funded?	UK
we've been to 2	UK
Whatever happens, this program needs to continue. It is a great opportunity for families in Europe.	UK

## Annex C – Survey Question Comments

### Do you feel your European Funds are being well spent on the European Fund Grant.

Good to have an overall info book	Belgium
Bulk of UF funds comes from this	Belgium
Have not been here long enough to form an opinion	Belgium
have not heard of this program	Belgium
I have no idea what this is!	Belgium
I'm not sure what the grant is for.	Belgium
It would be nice to see more events or trips set up.	Belgium
This should be better publicized to our community.	Belgium
tout depend de ce qui est inclus.	Belgium
Money could better serve those with families and children	Germany
Nothing	Germany
What is this and what is it for- don;t know much about this	germany
Not explain upon arrival, had to fetch for ourselves.	Germany
Should have more money available for small unit personal	Germany
The recent reduction for entitlements for remote personnel was not justified in my opinion.	Germany
The reduction in NUF members was not well thought our or researched for the impact to those of us that are remote. Remote pers do not have ready access to much of the services available to GK and the surrounding area. There are differences and the funds should be dispersed as such.	Germany
IF you do not attend the outings, then you should be able to use the money anyway for something else	Germany
still seeing the fruits of those activities	germany
Remote pers miss out	Germany
Don't know what you do?	Italy
Was not always able to beneficiate from this	Italy
Do not know what this is	Italy
have no idea what this is	Italy
The fund was just decreased and for this location i think it should be increased since there is no support and i find the cost of travel in this location expensive.	Italy
Have never used it.	Poland
Would be nice to see what the very small units get. Is there a report that comes out as to how the money is spent?	Poland
Because UK was differently funded (very much less than Europe)	UK
Difficult to pull everybody together for an event.	UK

Annex C – Survey Question Comments

**Do you feel your European Funds are being well spent on Spousal Deployment Support.**

Good to have an overall info book	Belgium
I'm not aware of this program	Belgium
Had no idea this existed!	Belgium
Have never heard of this	Belgium
Have not heard of this program but support its idea.	Belgium
i dont have a spouse. My mother is my NOK.	Belgium
I have no idea what this is?	Belgium
It seems like a good way to spend the money but I don't really know what this program is or what the money is used for when you say "support"	Belgium
It should be more for those who's spouse depolye	Belgium
No idea what this is.	Belgium
No spouse.	Belgium
What is this fund for?	Belgium
Not sure what this program is	Belgium
do not know what services/ assistance MFSE offers in tis area	germany
Don't know, don't have a spouse	Germany
have never heard of this	germany
I believe this is an important aspect of life in Europe. The challenge will be, what additional funds would support.	Germany
I don't see this as being necessary. Usually a strong support network is in place so providing funding for a dinner, spa, etc...is seen as unnecessary.	Germany
Under funded, Europe personnel are experienceing a high level of deployments, even for frequent short periods. I think these resources could be increased, as the level of deployments will not be decreasing any time soon.	Germany
no one calls to check up on families while members are deployed - spouses are alone and caring for their children in a foreign country. it is not always possible to reach the member on a daily basis - should something happen to the family, it would take days before someone realizes	germany
I've really heard nothing from the MFSE during this posting.	Germany
No idea,	Germany
??? - not well advertized	germany
Ramstein used this sparingly but it was well used.	Germany
should be more	Germany
needs to be more information provided about it, just found out about it after 6 month of hubby being gone and 1 year here	germany
Don't know what you do	Italy
More money should be given to this support	Italy
This should take a higher priority than Chalet Program	Italy
Do not know what this is	Italy
have no idea what this is	Italy
I think this support should be increased since there are not that many people in deployed postions it shouldn't be that expensive.	Italy



## Annex C – Survey Question Comments

should be greater	Italy
members at our location travel frequently but only 1-3 weeks at a time, so this doesn't really benefit spouses at this location	Norway
I'm not familiar with this	UK
Should be more	UK
What support is avail?	UK
Didn't realize it existed.	UK
be better to increase an extra per cent or two to support spouses.	UK

## Annex C – Survey Question Comments

### Do you feel your European Funds are being well spent on the Academic Program.

Does this refer to the distance learning courses through DEM?	Belgium
Good to have an overall info book	Belgium
Not sure what this is...perhaps the bursary for first year university?	Belgium
The YEP virtual training program is very good.	Belgium
what is that?	Belgium
For those who have children, I think it should be more	Belgium
Had no idea this existed!	Belgium
Have never heard of this	Belgium
I don't know what this is	Belgium
I use this program and I find it great.	Belgium
What is this fund for?	Belgium
What learning programs?	Belgium
Would be interested to find out about this program.	Belgium
Again not sure what this is	Belgium
Again, not sure what is meant by academic program or what it entails	germany
Benefits a small audience and not really necessary.	Germany
I am not sure why this is being funded. How does this fall into morale and welfare	Germany
I am unaware of this funding allocation criteria.	Germany
maybe spend more on education?	Germany
never heard of this	germany
as a non-working spouse, i feel more information and programming should be available for spouses out of the workforce for such an extended period of time, as well as more information for education and social wellbeing of children that are no longer enrolled in daycares - like they were back home when spouses worked.	germany
No idea	Germany
This doesn't apply to children at the age level of mine. It is a small amount of money so I don't see it as a problem.	Germany
??? - not well advertized if undertaken	germany
I don't have any info on this.	Germany
should be more	Germany
Don't know what you do	Italy
More money should be given to this support	Italy
not aware of this program!	Italy
Do not know what this is	Italy
have no idea what this is	Italy
Should be advertised better in the Canadian community	Italy
We have no children	Turkey
I'm not familiar with this	UK
Seems to serve a small portion of the community, but I'm not exactly aware of the program	UK
Should be more	UK

## Annex C – Survey Question Comments

Irrelevant gift. Having said that, given it exists, why not my son who did 3 years at boarding school alone?	UK
What support is avail?	UK
Didn't realize it existed.	UK
I don't know about this program	UK
Could this be used to grant kids access to good schools (private in UK terms)? or pre-arranged access to french tutoring.	UK

Annex C – Survey Question Comments

**Can you suggest any other PSP morale and welfare program(s) that could be funded through the European Fund? Keep in mind it must be open to all European Fund members.**

Fitness Grants	Belgium
Indepth language training. Post secondary Grants/ bursaries for older teens of Outcan members who do not have the same employment opportunities as their peers in Canada.	Belgium
Summer internship/employment opportunities for dependent children.	Belgium
A Canadian Store or outlet at PSP (like we used to have) to acquire Canadian-unique goods for both ourselves and our European colleagues	Belgium
A vehicle or trailer for moving things, or an arrangement with a local car rental service.	Belgium
Assisting adult youth with fixed or limited income with travel expenses to visit military parents overseas.	Belgium
Camp Canuck	Belgium
I think we are well funded and the programs we are offered are fantastic.	Belgium
More funds should be directed towards local activities and programs that are open to the entire community (within respective locations) that show case Canada. Canada Day, Vimy Memorial trips, etc.	Belgium
Open funded trips to other areas of the European community and not just locally.	Belgium
Perhaps more Military Scholarship/Bursaries for kids	Belgium
Programs where Canadians of other Outcans come together - exchanges, visits etc.	Belgium
too new to comment	Belgium
1/2 price tickets to amusement/water parks in the area would be great	Germany
Childcare services	Germany
Daycare for families with young children	Germany
Faites sur que tout les militaires recoivent les informations,même s'il ne travail pas sur la base canadienne	Germany
guided tours or local area markets and shopping areas. How about some local daycare or drop off service with breakfasts snacks for kids while waiting for the school bus	germany
Honestly, I feel that the current level of entitlement is excessive considering the number of Canadians in place and the nature of our employment.	Germany
Language courses	Germany
Maybe some in house college or university night courses	Germany
Military should be able to have access to language training	germany
Movie Nights for the family.	Germany
personally, I believe we're extremely lucky to have this funding support in place and that PSP is doing a great job dealing with the various locations/personalities in Europe. Don't change a thing.	Germany
Some adult fun programs all kid stuff	Germany
support en garderie pour nos familles - nous avons beaucoup de jeune famille et une garderie serais un atout	Germany
things seem to be fine the way they are fun now	Germany
We could fund the gym monitor program - or we could allow military people to use the gym after hours without supervision.	Germany

## Annex C – Survey Question Comments

What about using the EF/UF to hire baby sitters so that all parents can participate in events	Germany
funded mail delivery from GK to remote locations.	germany
Host country Language training courses	Germany
Assistance with postal services at Christmas time fo those people away from the Canadian Postal system.	Germany
Ha,ha. That is funny given that some members have greater access to funded bus trips and shopping trips. I am not one of them given my location. Therefore I wish that there was more opportunity to join one of the other "unit funded" trips. I am in Koln but it would be nice to tag onto something at RamsteinGermany etc!	Germany
Make some of the tours and events available to remote members. This happens a bit however the notice is usually much later and the feeling is that this only occurs when the GK area does not use all of the available seats. How about plan someting in the different regions that the remote pers can take advantage of and not have to travel to GK to participate (usually at their own expense)	Germany
Rental Subsidy Program: The Chalet Program may have been more useful several years ago when finding these rental properties was more difficult. However, the chalets are now old and overpriced. It is very easy nowadays to find great deals on accomodations worldwide. I would recommend keeping the draw concept but rather than managing chalet contracts and forcing people to use a given chalet on given dates, provide the winners an equivalent subsidy or allowance toward a rental accomodation of their choice. They can then travel where and when they want and spend as much or as little as they want on accomodation knowing that they will be reimbursed a pre-determined amount when they provide their receipt. This would also reduce or eliminate the numerous cancellations on chalets, generally due to schedule conflicts.	Germany
See my suggestion on the Chalet program above. I believe it to be a good program that all can leverage but it needs to be "upgraded" in lite of companies like AirBnB. Another option would be to use the same system but to provide grants which could be used to book their own accomodations.	Germany
Can we look at increasing the Chalet program ?. The location can be a survey from the families..	Italy
Certainly anything that could be done to help the youth. The current youth employment scheme is good but anything that could be done to further this would be helpful especially in light of the limited opportunities that they have for employment.	Italy
if we do annual Youth Conferences - why can't we do a similiar type of thing for spouses? perhaps a group for those with young children; a group for males spouses; a group for older couples learning to become "emptynesters", etc	Italy
Le maintien des activités (Carin) subventionnées est important. C'est lors de ces sorties que le ciment du groupe se forme.	Italy
Scholarships or educational support, community outreach locally (i.e. working with local charities) to build relationships, improve perception of Canada's involvement in communities	Italy
All I have ever been aware of is the chalet program, never heard of the others, perhaps that is a problem in itself. It seems to me that there are things available posted to larger bases , but those of us in smaller more remote places seem to get overlooked.	Italy

Annex C – Survey Question Comments

An organized group tour available to all - each member and family would have to book flights only, everything else would be organized.	Italy
Apart from the chalet program, I have never heard about the other programs. I am unsure of what exactly would fall under this type of thing. Would funds for family members who are posted in areas without sport/gym facilities that they can access on a base be something that would fall into these programs?	Italy
Translation services, language training for the country you are residing.	Italy
Bus trip during School off	Netherlands
Free mail home at Christmas? Reduced cost of mail going home? Members of one unit fund should be able to cross to another unit fund for services, or trips without having to pay extra	Netherlands
Language courses, not just through software but more in-class lecture to provide more interaction with native speakers.	Netherlands
Is there such as thing as an allocation for family gym memberships? I understand the mbr can get something if insufficient facilities exist on post but is there something for spouse and children? If we were in Canada you could belong to the base PSP (gym, etc) for about \$70/year. Can something be subsidized for this? x\$/person for physical fitness (morale) and we send in a receipt?	Poland
Magazines and movies.	Russia
The UK has no great events. we used to have the Christmas market tour but now only the WWI tour which is basically for the CF person. What about the spouses?? The MFS puts on great lunches but the PSP events are the fun ones.	UK
have more chalet available or weekend packages available	uk
Local language tutors or courses for spouses	UK
Subsidized access to swimming pools for members and families.	UK
Funding of unit funds best way to support dispersed population	UK
More funding to offset travel costs to PSP chalets. More funding for personal activities (i.e. sports club registrations, scouting, etc)	UK
have not been here long enough to know	UK
Fund to transport canadian pers to various locations of international sporting events which Canada is in like world jr, rugby World Cup, etc.	UK
Driving lessons in the UK	UK
A list of planned trips to Historic sites (Canadian war)	UK
Access to Canadian Goods subsidized by the European Fund?	UK
If you organize a 2 day session for people just posted in or being posted out shortly, make it easier for families to attend. It is very difficult (we risk a fine) to take our children out of school for two days. Also, if you invite the family and the spouse is very intersted in the posting out briefing, why is our hotel not covered in the funds provided?	UK

## Annex C – Survey Question Comments

### Do you feel you have the opportunity to provide input into Personnel Support Programs.

Many of the PSP programs on offer are repeats of what happens every year. Perhaps, as a Canadian community, we should get together for a facilitated PSP brainstorming session instead of simply answering a limited survey.	Belgium
Again at the local level I feel we get to provide input but I don't know how we would provide input at the Europe level up until this survey	Belgium
I have ideas for certain programs, however since i am the youngest canadian on this base, all other older canadians are not interested in my ideas. My ideas would target members my own age..	Belgium
Not clear on what this process would be.	Belgium
Seem geared to a specific group in the community.	Belgium
This survey is a good start.	Belgium
With respect to the EF, the chain of command has never solicited input from the community. The EF meetings take place without input from community. Direction and decisions seem to be made solely by senior staff and are not impartial. Why does one senior member of each community have the vote. Why not have all members vote.	Belgium
Contacted MFRC on several occasions to discuss possible options for childcare services. Unfortunately my input was not considered.	Germany
I don't think input is solicited, but I know where to go if I have suggestions	Germany
I hadn't given this any thought prior to this survey.	Germany
Not a suggestion but I feel we are privileged in having access to these programs.	Germany
Totally useless Mfrc, all these people work there and nothing ever happens. So boring and waste of money	Germany
every time i have offered to contribute, it is either refused or my email goes unanswered	germany
Just not sure how to go about it.	Germany
We talk, nobody listens. The changes in the EFG for example. Despite valid opposition to the change from remote regions, it went ahead anyway.	Germany
This is the first time I get an opportunity to provide an input and it is in the form of a survey. We should conduct an electronic vote on programs throughout CF Europe. This would provide an accurate and direct assessment of our members level of satisfaction with the current programs.	Germany
the CARIN Fund in Naples allows us a chance to vote on ideas, but as with many of these types of funds the ideas presented are driven by the vocal or pushy folks	Italy
I am glad you are doing this survey	Italy
We have a local rep who has asked us if we have any concerns that he can bring forward	UK
I don't remember any specific request for my input or feedback.	UK
I have inquired about another Christmas market tour but told there was not enough interest	UK
Je ne connais pas ce programme	UK

## Annex C – Survey Question Comments

### As a Unit Fund member what types of activities would you like to see offered at your location.

Driving knowledgeably and safely in a new country.	Belgium
special teen initiatives (Highschool senior level, commonwealth military gravesite visits, for example)	Belgium
Educational	Belgium
Events outside the work day.	Belgium
I would love to see something related to culture. A wellness program especially for the spouses would be of great benefit I believe.	Belgium
social events with the local community, and a community that meets the age range of the military members. So far I have met really old locals, i was hoping to socialize with people my own age (26).	Belgium
Travel organised by a PSP rep would be great. Currently it is done by UF volunteers members, when there are volunteers.	Belgium
We already do all of the above	Belgium
activite avec de jeune enfant	Germany
Adult activities	Germany
education courses/classes	Germany
Local and different food shows/ wine tours	germany
perhaps allowing groups to apply for subsidy of a trip they organized themselves would have wider appeal	Germany
UF Activities are not generally to my advantage. This is a result of my personal circumstances, not a critique of the activities themselves.	Germany
Local information sessions, i.e. How to use the transit systems	Italy
None. While the UK fund may serve the London members well, it seems misplaced to assume that remote members will have any want or need to join in. All members outside of tube service should be remote and separate from the UK fund.	UK
For a group of 8 members only this is accepted as impossible to arrange in location.	UK
Christmas pantomime, skating at somerset house,	UK
London is different, I don't think much is needed here	UK
more virtual networking	UK
Some that are easy for us to get to.	UK



## Annex C – Survey Question Comments

### As a Unit Fund member what motivates you to participate in Unit Fund activities?

interesting subject	Belgium
School schedules. Personal Interest.	Belgium
An opporunity to explore local culture with a Canadian Community = perfect.	Belgium
Availability	Belgium
Date and time. Event.	Belgium
Interest - the topic, idea, outing, event must be timely and of interest to the family	Belgium
Location, Activity	Belgium
Scheduling availability with work and family	Belgium
Since I am only 26, and all other canadians here are much older..It is very not interesting for me to attend UF activities.	Belgium
activite realiste avec de jeundes enfants	Germany
All of the above + interest in the activity	Germany
avtivity offered	Germany
chance to meet others	Germany
event or destination	Germany
group travel to places I would otherwise not visit.	Germany
If the activity is interesting to me	Germany
Kid friendly	Germany
New experiences	Germany
a terrific way to see and experience the community that we are now living in	Italy
If it interest us	Italy
Limited knowledge of the area means these group efforts broaden our horizons a bit.. We have gone back to many of the places we have visited as part of UF activities on our own with company from Canada.	Italy
What the activity is.	Italy
opportunities to see and do new things	Netherlands
Christmas parties etc...	Netherlands
Activity or site of event	UK
personal interest in the event itself	UK
Something different to do and meet with Canadians	UK

Annex C – Survey Question Comments

**As a Unit Fund member why don't you participate in Unit Fund activities?**

Generally speaking, as it relates to travel, I do not wish to travel to locations as others from the same work environment. Too much.	Germany
hard with small children	Germany
jeune enfant difficile de participer	Germany
Most events don't interest me, the few that did I already had other plans.	Germany
Most UF activities are tailored for groups without (young) children. Therefore difficult to participate often if there is a family event offered.	Germany
Not interested in going on a second cruise with a bunch of screaming kids and using up at least 5 Annual days of my leave	Germany
Dates and locations often more convenient for CFSU Det UK personnel than dispersed personnel.	UK
Planned during times I am deployed	UK
locations are not necessarily convenient and i have a toddler that makes travel difficult -- living downtown london without a car.	UK
Working	UK
I am located in the UK where other families are but the activities are generally organized around the center (London/Ruislip) which involves long travel for us.	UK
Too far	UK

Annex C – Survey Question Comments

**As a Non-Unit Fund member what other things did you use the EF Grant for.**

nursery school tuition	germany
Races registration	Germany
Museum tours	Russia
museums	UK

## Annex C – Survey Question Comments

### As a Non-Unit Fund member why have you not used your EF Grant?

J'AI SU HIER!!	Grèce
The first three years we were listed as part of a unit fund, however, given our geographical location unable to participate. WE only just learned last year, that we could have applied to have our funds moved to a non unit fund type therefore giving us more access to activities locally. Again a lack of information and communication all around.	Italy
just arrived...planning on using it	Norway
I might have, but I'm not really sure. We did get \$ for a local activity, but I didn't organize it.	UK
We were actually just discussing how we would like to utilize that fund together before Christmas.	UK
have not looked at rules for reimbursement and as a single member not that worried about getting funds back right now.	UK
Just got here, no time yet	UK
I am not really aware if my spouse used this grant or not.	UK
Only just arrived	UK

## Annex C – Survey Question Comments

### Are you satisfied with the PSP services you receive?

Bring back the Canadian store at SHAPE	Belgium
I would say that I am somewhat satisfied but it doesn't allow me to add a comment if I do that. It seems that there are some programs available that I am not aware of based on a previous question in this survey. It asked about academic programs and I am not aware of these.	Belgium
It would be nice to know what PSP benefits, rebates and programs are available?	Belgium
Need more information - emails to households and or newsletters/blogs to families	Belgium
Our PSP rep goes above and beyond to provide PSP services to the community.	Belgium
1. Extend Gym and weight room hours. Only available during the day!!	Germany
étant loin de nos familles c'est tres important de faire en sorte que tous ait des moments de rencontre et partager du plaisir pour calmer notre ennuie et de la nous créons des liens comme une grande famille	Germany
gym hours and the staff is here for military members only..so we have no support with health	germany
gym ope until 5 would be great for those of us who work until 4	Germany
meilleur communication	Germany
The services are great, but could be better. For CFSU(E), for those of us who do not participate in unit PT, or cannot take enough time at lunch for physical activities, the gym hours are too short. Many of us would like to work out after the work day but this is not possible, especially Thursday and Fridays when the gym closes at 3pm or so.	Germany
I would like to get more info on rebates and programs as it sounds like there is more than what I am aware of.	Germany
I am somewhat satisfied but this survey won't let me write a comment unless I say no. I would like members to have a direct influence on proframs offered through a voting process where we vote to cancel, modify or initiate programs.	Germany
never heard from psp, or hubby never passed info along but never able to clear in all staff were on vk the 3 times over 3 weeks we traveled down	germany
Fitness classes (Yoga/Pilates) at the Villa	Italy
Less activities with more use of Unit Fund. Make the activities worthwhile and not always the same year after year.	Italy
A part-time civilian position on-site	Italy
Provide information about the European grant	Poland
we don't receive any	Poland
It would be nice to have more support for the families with children here.	russia
More communication	Turkey
This year was not great. Only the WWI tour? There is confusion about the PSP rebate now as no PSP coordinator for so long.	UK
I don't understand what they are	UK
If you mean the rebate-no, based upon disparity with Europe.	UK
As mentioned earlier - more funding to offset travel costs to chalets and more funds for individual activities	UK
i don't know what they are	UK

## Annex C – Survey Question Comments

### Is there something PSP offers in your area that you feel is NOT necessary?

Annual week long Christmas ski trip	Belgium
Chalet program and winter ski trip	Belgium
The chalets; the Christmas ski trip	Belgium
The newsletter seems full of unnecessary advertising for mediocre local restaurants that have nothing to do with Brussels events. Just an observation. No value added	Belgium
a lot of staff and not to sure what they all do..	germany
Academic Grant and Spousal Assistance during Deployments/TD.	Germany
The current level of PSP services that are available exceeds the services available in a combat brigade. The Chalet raffle, for example, or that we have two athletics coordinators for a garrison of approximately 100 people.	Germany
Nothing offered in my location	Germany
Christmas Dinner Party, tickets to museum/activities without providing transportation.	Italy
WWI tour every single year not necessary as leaves out too many people	UK
e-mail on things you can visit in Europe but Germany focussed	uk
Unsure about Area? UK or local?	UK

## Annex C – Survey Question Comments

### How did you hear about PSP services in Europe?

I heard about the PSP chalets, but no other PSP services.	Belgium
PSP office is in my building	Belgium
clearing in process	Germany
Discussion with local staff	Germany
DWAN OUTCAN website	Germany
Employment	Germany
HHT	Germany
I completed a standard military In Routine	Germany
spouse	Germany
when clearing in	Germany
I first learned about it on my last OutCan from the person my spouse replaced than from the welcome package.	Germany
JE NE SAIS PAS	Grèce
I have an employment history as a military manager responsible for PSP activities on various bases	Italy
J'ai déjà travaillé pour le PSP et de plus comme je disais, en Italie, c'est nécessaire. J'ai eu d'autres postings où ce service n'existait pas et ça me manquait.	Italy
My husband	Italy
in routine processing	Netherlands
other canadian mbrs	norway
receiving random emails	Poland
Hubby	Turkey
Husband	UK
spouse and friends	UK
printed package given at arrival of posting	UK
From our previous Germany posting	UK

## Annex C – Survey Question Comments

### How would you like to receive PSP information in the future?

Word of mouth at the garrison is enough.	Germany
LETTRE	Grèce
A weekly newsletter and/or website instead of random emails.	Italy
Any of these media works. Thank you for your efforts!	UK