

CZECH REPUBLIC HANDBOOK



Military Family Services Europe / MFS(E)

Riga-Remote Team

MFSE.RigaRemote@cfmws.com

www.cafconnection.ca / www.connexionfac.ca



MFSP
MILITARY FAMILY
SERVICES PROGRAM
EUROPE



PSFM
PROGRAMME DES SERVICES
AUX FAMILLES DES MILITAIRES
EUROPE

Table of Contents

Greetings from the Riga Remote Team	2
European Advisory Committee	5
Helpful MFS(E) resources	5
Maps	6-7
Overview	8
Emergency Information	10
Transportation	10
Language	12
Administration	13
Postal Services (Banking, Insurance, Etc.)	14
On the Road	15
Health Services	16
Education and Employment	21
Shopping	22
Around the House	24
Cultural Traditions & Nuances	25
Security and Travel Advices	26
Useful Link	28
In Closing	29

GREETINGS FROM YOUR MFS(E) RIGA-REMOTE TEAM

Your Military Family Services Europe / MFS(E) team wishes to congratulate you and your family on your OUTCAN posting. We would like to be the first to welcome you all to Europe! Did you know that your MFS(E) Riga-Remote team supports more than **350 members, spouses, and children posted to 15 countries** throughout Europe?

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

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

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

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

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

- Virtual presentations ranging from the [PSP Chalet Program](#) and Europe Christmas Markets (to name a few)
- Crafts For Kids Mailings (for children 3-9 years old)
- Birthday Cards for Children (up to 18 years of age)
- [Youth Employment Preparation \(YEP\)](#) Program (13 to 18 years old)
- [Youth Connect](#) (helping incoming youth connect to Canadians youth already in Europe)
- [Youth Leadership Conference](#)(annually for teens 13 – 18 years old)
- [Family Separation & Reunion Services](#)

- Host Language Training & [Virtual Language Training](#) (ask us about a Rosetta Stone license for your dependents)
- Virtual Workshops (Including Community Demo and Virtual Travel Forums)
- [Virtual Book Club through Facebook](#)
- Virtual Coffee mornings
- [Friends on a Journey program for kids](#)
- ...And so much more!

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

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

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

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

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

Best Regards,

Your MFS(E) Riga/Remote Team



EUROPEAN ADVISORY COMMITTEE

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

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

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

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

You can contact us at:

MFSE.RigaRemote@cfmws.com

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

Thank you for your cooperation and attention in this matter.

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

MFS(E) Website

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

MFS(E) Facebook Page

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

MFS(E) YouTube Channel

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

CAF Connection Website

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

Employment Opportunities while in Europe

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

My Voice/Ma Voix

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

Family Information Line (FIL)

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

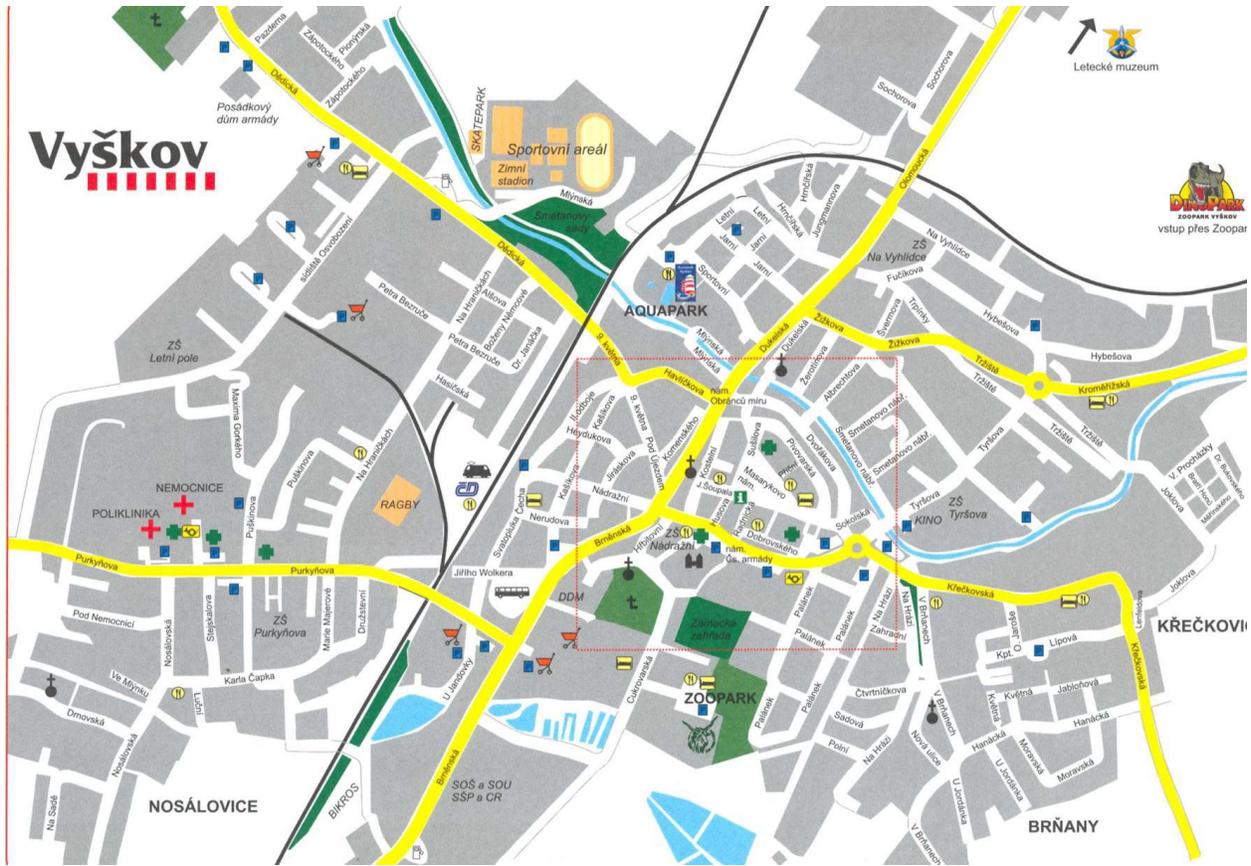
Family Information Line: 1-800-866-4546, (613) 995-5234

or toll free in Europe 00800 7711 7722

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

MAPS





OVERVIEW

The Czech Republic is a member state of the European Union (EU). Its official language is Czech, spoken by 96% of the population. Other languages spoken by local inhabitants are Slovak, Polish and Russian. Foreign visitors can make themselves understood in English in Brno City, not necessarily in Vyškov.

The Czech Republic is on Central European Time - Greenwich Mean Time (GMT) plus 1 hour. From April to October is summer time, i.e. GMT +2 hours. The week starts with Monday and ends with Sunday; Saturday and Sunday are rest days.

Generally, the climate is very "continental", with hot summers (30+C) and cold winters (-10C). The air quality varies, but some low-lying parts of Brno rank consistently among the most polluted in the Czech Republic.

Prague

Prague is the capital of the Czech Republic and is the heart of Bohemia and historical centre of the Czech state. It is the seat of the President, Parliament, Government, ministries, central authorities, political parties, social organization and foreign embassies. It is the biggest cultural and social centre of science and research, education, health care and athletics. Major national cultural institutions such as the National Museum, Technical Museum, National Gallery, and the National Theatre are located here; also universities, the Academy of Sciences, science and research institutions. Prague is a venue of both national and international conferences, festivals and meetings. Moreover, it has an important economic position and communications – it is the biggest national industrial, commercial and transportation centre; here are national television and radio broadcasting studios and transmitters, central publishing houses for newspaper, magazines and books. Prague is the centre of services and both domestic and international tourist industries.

Vyškov

The town of Vyškov, with 21 000 inhabitants, lies in the Vyškov Gate on the upper reaches of the river Haná, approximately 30 kilometres from Brno. Vyškov has a rich history, thanks to which it has been one of the leading Moravian settlements from time immemorial. Today it is chiefly a modern European town, offering its inhabitants and visitors a number of ways of spending a pleasant time.

A popular attraction is the unique Dinopark, with plenty of models of prehistorical animals, as well as a cinema hall, a stylish restaurant and a children's playground.

Sports lovers will also be in their element. Cyclists can head northwest from Vyškov towards the

Drahanská highlands. Lovers of water sports will enjoy the modern aquapark which offers a number of other attractions besides the swimming pool: an outdoor complex, toboggans, a wild river, Jacuzzi, a Finnish and steam sauna and a massage bench. (www.Vyškov-mesto.cz)

Brno

With its 400 000 inhabitants, it is the 2nd largest city in the Czech Republic (after Prague) with friendly cosmopolite atmosphere, full of colorful events and scents.

There are one national and five public universities with a total of 34 colleges and seven private universities. Almost 90,000 students study in Brno. It is considered the centre of science, research and innovations and also an important centre of trade fairs and congresses.

Brno is a seat of two general consulates and seven honorary consulates. (www.gotobrna.cz/en/maps-and-tourist-guides/t1165)

Currency

The Czech currency is the Czech crown. Although the republic is part of the EU, the euro is not generally accepted. The exchange of foreign currency is possible in most banks and exchange offices. International credit cards are accepted for payments in hotels, restaurants and shops. Some shops accept payment in euros. 1 euro equals approx. 25 CZK. Large shops accept major credit and debit cards. Smaller outlets prefer cash.

Public holidays

National holidays

- 1st Jan: Restoration day of the independent Czech State; New Year's Day;
- 8th May: Liberation Day;
- 5th July: Saints Cyril and Methodius Day;
- 6th July: Jan Hus Day;
- 28th Sep: Czech Statehood Day;
- 17th Nov: Struggle for Freedom and Democracy Day;

Other important holidays

- Mar/Apr: Easter Monday;
- 1st May: Labour day;
- 24th Dec: Christmas Eve;
- 25th Dec: Christmas Day;
- 26th Dec: St-Stephen's Day.

EMERGENCY INFORMATION

Security

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

Emergency contacts

Emergency Services. The Czech Republic utilizes the 112 emergency number as most of Europe.

112 - Emergency # (universal # for medical, police and fire services);

150 - Fire Rescue Service;

155 - Ambulance;

156 - Municipal Police; and

158 - Police.

Warning: English speaking personnel might not be available using these numbers but try to stay on the line.

TRANSPORTATION

Municipal transport

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

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

In some cities in the Czech Republic, the transport is integrated which means that tickets for the applicable zone designed for city transport may also be used for suburban transport in the outlined area of the cities and between them. In integrated transport systems, the individual

transport types (bus, train, etc.) cooperate and form a network of interwoven lines with a unified tariff, transport conditions and regular intervals between the lines.

Intercity transport

Intercity transport in the Czech Republic includes primarily bus or train transport. Domestic air transport is used only marginally, between the biggest cities (Prague, Brno, Ostrava).

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

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

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

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

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

Airport

The closest major airport to Vyškov, Czech Republic is Brno-Turany Airport (BRQ / LKTB). This airport is in Brno, Czech Republic and is 32 km from the center of Vyškov, Czech Republic.

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

Taxi

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

LANGUAGE

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

If you believe that you will not be able to understand everything when dealing with the authorities, you have the right for assistance of an interpreter registered in the Interpreter register; however, you have to provide the interpreter at your own expense except for administrative proceedings in which a duty is imposed on the participant e.g. a misdemeanour proceedings or proceedings concerning another administrative offence

ADMINISTRATION

Registration with Federal Foreign Police

EXPATS moving to the Czech Republic are required to register with the Federal Foreign Police Department within 3 days of their arrival. CAF members under a SOFA are exempt. The CAF member need not register however the dependants will be required to do so.

- a. The sponsor at the JCBRN COE will be available to bring the family members to the Foreign Police Department to complete this requirement.

Registration forms and additional information can be found on the Ministry of the Interior of the Czech Republic's website:

www.mvcr.cz/mvcrerVarticle/third-countrynationals-third-country-nationals.asDx

- b. Contact info - Department of Foreign Police in Brno.

Phone: 974 621 829

Banking

To open a bank account, a Canadian passport is required. Some banks also require proof that

CAF member will be working with JCBRN COE. A respective official letter / certificate - signed and stamped - will be required from JCBRN COE.

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

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

a. CESKA SPORITELNA. a.s. (bank). Tel.:+420 956 752 240
Opening hours: Monday to Friday 9:00 - 17:00

b. KOMERCNI BANKA. a.s. (bank) .Tel +420 955 584 521
Opening hours: Monday, Wednesday 8:30 - 17:30; Tuesday, Thursday, Friday 8:30 - 16:30
ATM at COE.

c. CESKOSLOVENSKA OBCHODNI BANKA, a.s. (bank) Tel.: +420 517 317 411
Opening hours: Monday 8:00 - 18:00; Tuesday, Thursday, 9:00 - 16:00;
Wednesday, Friday 9:00 - 17:00

d. GE MONEY BANK, a.s. (bank) Tel. +420 517 321 153
Opening hours: Monday to Friday 8:30 - 16:30

e. UNICREDIT BANK, Tel. +420 955 959 889
Opening hours: Monday, Tuesday, Thursday 8:30-16:30; Wednesday 8:30-17:30; Friday 0830-15:30.

Insurances

The Czech law requires mandatory third-party liability insurance for any car registered in the Czech Republic. The general rule is that a vehicle must be insured in the same place where it is registered, and where the insurance risk is mainly situated. If the car is registered in the Czech Republic, the third-party liability insurance has to be concluded with a Czech insurance company. Third-party liability insurance covers damage or injury caused to other vehicles or third parties during the car operation, e.g. during an accident. It is required by law and the car cannot be registered without it;

Additional insurance, (collision) is available with all Czech insurance companies.

This insurance is an optional upgrade to the liability insurance. It secures your own

car - windscreen, damage due to collision with animal, powers of nature and multiple other reasons

Insurance is relatively cheap here. For an average car with normal coverage it's probably not more than 10.000 CZK annually. A huge price differences exist for the first year but be aware that in the second year, the online insurance becomes much more expensive, without informing the customer. Larger insurance companies allow discounts if the member can provide an official paper stating how many accident free years you have accumulated abroad so it is recommended that you get this from your Canadian insurer before coming to Europe.

Insurance packages are also highly recommended for:

- Household content insurance and if applicable glass insurance (including elementary risks);
- Personal liability/third party liability insurance, including damages caused by pets; and

Insurance companies available in Vyškov and Brno

- 1) Axa. Car and House Insurances.
- 2) Allianz - Vyškov. Do not speak English.

POSTAL SERVICES

The provider of postal service in the CZ is the state-owned Czech Post – CESKA POSTA which provides domestic and international postal, financial and courier services.

Czech letter boxes are painted in orange. It is possible to receive mail at the main post office in Brno/Vyškov. You will need to present a passport to collect the mail. It can also be delivered to the home address. You will receive a letter in the post box with the date and time of the delivery.

Personal mail (snail mail)

Two options are avail to the CAF members and dependants.

- a. Mail is delivered directly to the home address without any involvement from CFPO 5053 Niederheid; and

CFPO is authorized to readdress and redirect mail for military members. On posting from Canada, CFPO 5053 will redirect your mail free of charge by using the Belleville mailing address. Member needs to get a slot #. Shipment to the Belleville mailing address is charged at normal Canada Post rates. The shipment from Canada will arrive to CFPO 5053, Niederheid. From there, the CFPO will ship the parcel to the home address. Shipment is then free from

Canada to the Czech Republic.

Belleville mailing address:

Name, Last Name
RP Czech Republic
PO Box 5053 Stn Forces
Belleville ON K8N 5W6

In the event that the courier company will not ship to a PO Box, use the following address:

Name, Last Name
CFPO 5053 RP Czech Republic
15 Westwin Ave Bldg. 348
CFB Trenton
Astra ON K0K 3W0

ON THE ROAD

Drivers licence

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

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

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

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

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

Driving

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

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

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

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

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

HEALTH SERVICES

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

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

+49 2451 717 301

GKMedicalClinic@forces.gc.ca

GK MENTAL HEALTH TEAM

Mental Health Team

1. Capt Karen Robert - Formation Europe Mental Health Nurse
Karen.Robert@Forces.gc.ca
2. Capt Martin Laferrière-Simard - Social Worker (Military Members)

martin.laferrieresimard@forces.gc.ca

3. Myriam Chebat - Social Worker (Family members / dependents)
chebat.myriam@cfmws.com or Myriam.Chebat@Forces.gc.ca

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

Please contact both Capt Robert and Capt Laferrière-Simard at +49 2451 717 301

Immunizations

For an up to date list of required immunizations for your location, please contact our Community Health Nurse Capt Connie Grant, connie.grant@forces.gc.ca, Tel: +49 2451 717 305

Pharmacy Services

Capt Adam Calabrese, adam.calabrese@forces.gc.ca, Tel: +49 2451717 308

I Dental Unit Detachment Geilenkirchen

Canadian Forces Support Unit (Europe), Selfkant-Kaseme
Quimperlestrasse I 00, 5251 I Geilenkirchen, Germany
Clinic Phone Number: +49 (0) 2451 717 330 (leave voicemail if no answer)
Email: Valerie.Whynt@forces.gc.ca and Carla.Prowse@forces.gc.ca
(CC: Nathan.Elliott2r@forces.gc.ca)

The Czech Republic as a whole has some of the best health indicators worldwide, however, equity and access to care varies depending on location. In larger cities such as Prague and Brno, healthcare meets Canadian standards, but the infrastructure of the facilities are not what one is used to in Canada. Most are older historical buildings and are not modernized. For the most part, doctors in these areas will speak some English. In smaller towns like Vyškov accessing specialists and English-speaking doctors will pose a challenge.

Emergency Rooms

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

The recommended emergency rooms for Canadians to access are:

Brno

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

Vojenska nemocnice Brno (The Military Hospital)

Zabrdovicka 3/3, Brno, 615 00

Phone number: +420 973 4-1 111

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

Vyškov

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

Nemocnice Vyškov

Purkynova 36, Vyškov, 682 01

Phone number: +420 517 315 111 / Website: <http://www.nemvy.cz>

Billing

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

Mailing Address:

CF H Svcs C (O) Det GK

CFSU(E) Selfkant

Quimperléstrasse 100

52511 Geilenkirchen Germany

Medical Finance Office hour and POC:

Hrs: 0730hrs – 1600hrs

Phone: +49 2451-717 320 or
+49 2451-717 319

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

For dependents who fall under the Public Service Health Care Plan (PSHCP), you will require COMPREHENSIVE coverage while you are living outside of Canada. This will need to be actioned before you leave Canada. Make sure you call Sun Life Financial to have this changed. For more information, consult:

<http://www.pshcp.ca/coverage/comprehensive-coverage.aspx>

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

Primary Care

Primary medical care for both members and dependents over the age of 16 can be provided by the Military Medical Centre in garrison. Similar to Canadian bases, care can be accessed through sick parade or by booked appointment. Services include primary care, physiotherapy, psychology, dental, minor surgery, laboratory diagnostics, and routine immunization, as well as referrals for specialist care. There will be no cost to the member for accessing care from this facility.

Garrison Military Medical Center

Phone number: +420 973 451 811

Duty phone number: +420 973 451 I55

Psychological Services: +420 725 703 626

Hours of operation: Monday - Friday 0700hrs to 1500hrs (sick parade 0700hrs - 0930hrs). Duty nurse available after hours from 1500hrs - 0600hrs.

Private Healthcare Facilities

There were no private healthcare facilities visited during the recce, although the EUC Premium clinic did participate in a telecon with us. At this time, they were not interested in setting up

direct billing with the GK Clinic or Global Allianz and stated that it is not their standard of practice to accept cash payment for medical services' They are willing to explore the cash payment option and have requested time to discuss this internally. A follow-up telcon will be conducted in the future. Similar to the public hospitals, the private hospitals are also promoting the purchasing of Czech Republic health insurance.

Pharmacy

In Czech Republic over-the-counter drugs are only available in a pharmacy and they will only fill prescriptions provided by local doctors. When accessing services from a pharmacy there are typically two lines: "bez receptu" means you have a prescription from a doctor and "na recept" means you are looking for an over-the-counter drug. There are a number of local pharmacies available in both Brno and Vyškov, although it is suggested that you use the pharmacy at the Military Hospital in Brno, as it is staffed with an English-speaking pharmacist. You will be expected to pay cash for prescriptions and over-the-counter drugs. Military members will be reimbursed for prescription drugs only; over-the-counter drugs are not reimbursable. Military members may also be able to access prescription drugs not available in the Czech Republic through the GK pharmacy. Contact the GK Clinic Pharmacist early if you are on a chronic medication to ensure it will be available. It has also been suggested that members bring over-the-counter medicine such as cold and flu meds from Canada as the Czech versions are not of the same quality.

Health care Insurance

Accessing healthcare in the Czech Republic is very reliant on having public health insurance from a Czech insurance company and countries who fall within the European Union are mandated to purchase health insurance. However, there is no obligation for Canadian members and their dependents to purchase additional health insurance. Military members are "insured" under the Canadian Armed Forces and dependents have comprehensive coverage under the PSHCP which extends coverage to them outside of Canada. It is important to note that without Czech Health Insurance you will have to pay out-of-pocket for medical care and submit receipts for reimbursement. If you make the personal choice to buy additional public health insurance through a Czech Republic insurance company, it is not reimbursable by the military or the MFSIs.

Public Ambulances

The ambulance can be reached by dialing 155 or the national emergency line 112. Ambulance companies will expect payment at the time of service. Members are to submit receipts to the CF H Svcs C (O) Det GK Medical Clinic in Germany for reimbursement. Dependents are to submit their receipts to PSHCP via Global Allianz.

Drinking water quality

The hazards related to tap water are low. The Czech Republic has water and food standards that are reportedly similar to those in the United States. Water in Vyškov is supplied by the Vyškov Public Water Supply System and Sewage. Water supply and pressure is reportedly good and drinking water is fully in compliance with national and European Union standards.'

EDUCATION AND EMPLOYMENT

Vyškov does not have any schools that meet the Ontario curriculum. The nearest school that does is in BRNO (36 km away from the Garrison). The International School of Brno (ISB) is based on the Cambridge International Education (CIE) and the Council of British International Schools (COBIS). ISB is a World School as well as a member of the Council of International Schools.

Children's Education Management

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

For more information regarding education, please contact:

Children Education Management at Niederheid

Email: P-SFK.76EDEPED@intern.mil.ca

www.cafconnection.ca/CEM

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

Education Allowance Coordinator at +49 2451 717 212

Spousal Employment Assistance & Education

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

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

There may also be opportunities for MFS(E) to help you with day care arrangements if you obtain employment. Please contact the UK / Remote team for more information on this possibility (MFSE.UKRemote@cfmws.com).

Job Postings

You will find a list of civilian employment opportunities in Europe at cafconnection.ca

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

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

Resume Review

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

SHOPPING

Shops in smaller towns are generally open 8 a.m. to 6p.m. from Monday to Friday, and 8am to noon on Saturday. Hypermarkets and shopping centres are open daily including weekends and public holidays from 8 a.m. to 9 p.m. Small shops may close for an hour at lunch time. Most gas stations are open 24 hours.

Women's Clothing Sizes

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

Women's Shoe Sizes

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

Men's Clothing Sizes

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

Men's Shoe Sizes

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

Men's Sweater Sizes

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

AROUND THE HOUSE

Phone and Internet

There are several mobile operators in the Czech market which include: Eurotel, Oskar, T-Mobile and Vodafone, offering postpaid packages as well prepaid cards for those who want to use their phone without a contract. If member is considering buying a prepaid SIM card, it is important that the phone is not locked by another operator. There are no roaming fees in Euro zone as of 6/15/17.

To quickly find a phone number, taxi or other information when you do not have access to the internet or time to search, call 1188, where they will find the requested information for you. The operators speak English, Russian, French and Slovak.

Big companies and public authorities have toll free lines starting with 800. Czech Republic still has phone booths for those without a mobile phone. Coin or a prepaid card are needed. International dialing code for CZ is +420 (00420).

www.justlanded.com/english/Czech-Republic/Czech-Republic-Guide/Telephone-Internet

Electricity



Appliances

You will find that the appliances around your house are often smaller than what you are accustomed to in Canada. Also, many of your cooking pans may not fit inside the ovens here. The washer and dryer are often much smaller and are often in the kitchen area. This can pose problems for washing typical Canadian bedding. Examine the appliances of the house you choose. It may prevent you from bringing things that won't be suitable for the Czech Republic.

Temperature Conversion

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

CULTURAL NUANCES AND TRADITIONS

Living in a new country often brings new cultural experiences The Czech Republic is no different than a lot of countries in that it has certain things that are very important to the local people.

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

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

One of the things you will immediately notice in the Czech Republic is that people say hello and goodbye to complete strangers in various situations. For example, if you enter or leave a shop you should say Dobrý den/Dobrý večer (Hello/Good Evening) or Na schledanou (Goodbye) respectively. Obviously in larger shops such as hypermarkets you don’t need to greet people as you enter, but you should certainly acknowledge the person at the counter. And if you’re sharing a table with strangers in a restaurant or pub it’s common courtesy to greet the people sitting there. The same goes for lifts, and also compartments in trains. And in some ordinary trains, which usually do not have compartments, you will notice people saying goodbye to each other if they have had some form of contact, whether it be a brief conversation or if one person has helped another in some way, e.g. with a suitcase.

SECURITY AND TRAVEL ADVICE

The pattern of life in the Czech Republic as a whole is viewed as safe. Members of the military can be seen wearing uniform in public and this does not draw much attention. RefG states that CAF service personnel continue to adopt a very low visibility Force Protection Profile (FPP). The wearing of uniforms outside military facilities is not permitted unless for special functions.

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

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

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

Exercise normal safety precautions. Ensure that your personal belongings, passport and other travel documents are secure at all times. Keep a copy of your passport identification page, driver's license, train or airline tickets, and credit cards. Safeguard the originals. For the most updated information please visit: <https://travel.gc.ca/travelling/advisories>

There are safe communities located in the area of the International School in Brno. CAF members and their dependents should remember that, even though they may be living in a relatively safe area, they need to be aware of their surroundings. They need to close their blinds when not home and lock their doors at all times. Criminals view EXPATS as people comfortable financial means and are waiting for an opportunity to take advantage of complacent security on home and vehicles.

Canadians will always be viewed as tourists. That being said, things to be wary of are people who are trying to take advantage of that. Use only officially marked taxis, such as AAA Radiotaxi, cititaxi or Profitaxi (note that taxis marked AAA Taxi charge excessive prices) and whenever possible, call for a taxi instead of hailing one on the street. The way we dress and speaking North American English always get the attention of the locals, resulting in being a target. Keep these things in mind when conducting day to day activities.

Personal Safety

Terrorism

There is a threat of terrorism in Europe. Terrorist attacks have occurred in a number of European cities and there is a potential for other violent incidents, which could target areas frequented by expatriates and foreign travelers. Continue to exercise normal security precautions.

Cyber Safety

Protect Your Device

Mobile devices are prime target for theft. Keep your device in your possession at all times, use password protection and minimize the amount of information you store on them. If stolen, the information contained within may be accessed and/or used for malicious purposes. Using your device, malicious actors can track your location, activate the microphone, and intercept electronic communications.

Internet Use Abroad

Be cautious when connecting to the internet abroad, as it can be vulnerable and exposed. When in foreign countries, try to avoid conducting sensitive work. Assume that all network connections are being monitored. Do not use public Wi-Fi networks.

Can You Trust Your Connection?

- Always use caution when using unknown networks.
- Paying for a network (Pay-Per-Use Networks) doesn't mean it is safe. Many paid networks are unencrypted and are accessed by multiple people. Keep your device secure by avoiding untrusted network connections.
- Encryption protects the confidentiality of data. If you are using an unencrypted connection, your information is open for all to see.
- Whenever possible, ensure you use a trusted and encrypted connection to secure your internet access. When possible, use a Virtual Private Network (VPN) to increase the security of your connection. Without encryption, others can access your unsecured public network and access data travelling through it. Use VPNs to increase the security of your connection.

Cyber Crime is a Real Threat

Cyber Crime is on the rise and has shown double-digit growth year after year. Every second, 18 adults become victims of a cyber crime incident.

Protect your information and understand that important tasks, such as online banking, should not be conducted on unsecured and untrusted Wi-Fi connections.

Best Practices

- Use a PIN or strong password to access the device

- Disable features not in use such as GPS, Bluetooth or Wi-Fi
- Avoid joining unknown or unsecured Wi-Fi networks, and if you must connect to a Hot Spot, set the network location to “Public”
- Do not use “Remember Me” features on websites and mobile applications – always type in your password
- Avoid opening files, clicking links or calling numbers contained in unsolicited text messages or e-mails
- Maintain up-to-date software, including operating systems and applications
- Encrypt personal or sensitive data and messages
- Do important tasks, like online banking, on a private or known trusted network.

Natural Disasters and Climate

For the most up to date advisories: <https://travel.gc.ca/travelling/advisories>

USEFUL INFORMATION AND LINK

CRA Residency Status

Declaring the correct residency status is very important when completing your annual income tax return. When a CAF member is posted out of Canada, he/she is automatically assumed to be either a “Deemed” or “Factual” Resident of Canada for taxation purposes. That is not the case for spouses and dependents. If the spouse or dependent intends to return to Canada after the posting, their status is “factual” resident. As a factual resident, you will need to complete and file your Canadian Personal Income Tax Return and you will meet the residency requirement for Canadian benefits administered by the CRA. Check (put in link to the CRA bulletins on our website) for a more detailed explanation.

For more information, watch this CRA brief, from our YouTube channel:

In English: <https://www.youtube.com/watch?v=zdhu-mECXeg&t=404s>

In French: <https://www.youtube.com/watch?v=w-y1HTAuQY4&t=10s>

IN CLOSING

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

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

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

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

Welcome!

MFS(E) Staff, Advisory Committee & Volunteers



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