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Cell ................................................................................................................................. 0039 347 494 8431
CFSU (E) Duty Officer (after hours) GK .................................................................. 0049 1725 345900
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Country Code

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<td>Germany</td>
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Information on how to use the phone

Dial “exit code” (Most of Europe = 00) + Country code + area code + number

Italy to Canada: 001-area code - seven digit number  
  Eg: 001- (418) - 123 4567

Canada to Italy: 011- 39- area code- number  
  Eg: 011- 39 - (081) - 123 – 4567

Using cell phones, you can normally use a “+” in place of exit codes. (+39 081 123 4567)
INTRODUCTION

Welcome to your posting at Poggio Renatico, where you will have the once in a lifetime opportunity to explore Italy and be immersed in Italian culture. It is always challenging to move to a new country and live within a community that is culturally and linguistically different. This handbook will hopefully provide some basic information to assist our new Canadians to become familiar with what is available in our area and to help answer some of your questions.

CANCONPR (Canadian Contingent Poggio Renatico) is commanded by a Commanding Officer (reporting to CO Italy in Naples) and assisted by a Deputy SNR (Senior National Representative) and Contingent Sergeant-Major. There are currently ten positions in Poggio Renatico, ranging from MCpl to LCol/Cdr. In a lot of ways, this is a remote posting; the nearest Canadian support is nearly seven hours away in Naples. Thus there are no PSP or MFS facilities or personnel here, although there is one spouse who sits on the MFS European Advisor Committee. On the other hand, Ferrara is a large population centre, with many others nearby for sports, the arts, tourism or shopping; as well, the Swiss, Austrian, Slovenian and Croatian borders are under four hours away, with France and Germany not much further.

While the posting is to Poggio Renatico, the focus of this book is more about the area surrounding Ferrara, as that is where the Canadians, and much of the NATO community, live. There is also a “Canadians in Ferrara” Facebook page where all questions are welcome! Once you have your posting instruction, please feel free to ask to be added. Also, feel free to reach out to your sponsor. Any question you may have has probably already been answered. Enjoy your posting, there is so much to see and do here in this part of Italy!

Italy

Italy is located in southern Europe and is a part of the European Union, using the euro as its currency. It borders France, Austria and Switzerland to the north; Slovenia to the northeast; and there are two independent states, Vatican City and the tiny Republic of San Marino, which lie completely within Italy.

There are twenty regions within Italy, including the Islands of Sicily and Sardinia. These regions are very similar to our provinces. Each is unique, with different foods, wines and architecture. Each region is also subdivided into a number of provinces (similar to our counties); there are currently 109 provinces in total. Italy became a country in 1861, when the many separate kingdoms united. Rome (Roma) has been the capital city since the establishment of the Italian Republic in 1946. There are now approximately 61 million inhabitants occupying approximately 301,230 square kilometers.

Italy is a long and rather thin peninsula. The Alps line its northern borders, and the eastern and western coasts are to a large degree separated by the Apennines mountain ranges which run through most of the country north to south and right into the island of Sicily. The climate varies much in Italy; as one would expect, the mountain areas do get snow in the winter, but the coastal areas and further south tend to be rainier. Italy is a very hot and humid country in the summer. There are
periods where temperatures reach well into the 40s (and even 50s!) with the humidex! Visit the following website for more interesting cultural observations based on “local” perspective, and then a Canadian’s perspective.


**Emilia Romagna**

Ferrara and Poggio Renatico are in the Emilia Romagna Region of Italy. This area lies between the Po River and the Apennine mountains to the south. To the east we also have the Adriatic coast, with many beach town resort areas. There are many beaches to choose from along the coast and they are a holiday destination for many Europeans. Due to its location, this is one of the most fertile regions in Italy especially along the River Po; much of the land is used for crops.

There are many world renowned foods that come from here. Bologna, which is the capital of this region, is known for its pastas; Balsamic vinegar comes from Modena; eel from the lagoons of Comacchio; and of course Parma ham and the Parmigiana and Grana cheeses! The wines you will typically find prominently in this area are Albanna (white), Lambrusco (sparkling red), and Sangiovese (red). Emilia Romagna is also known for its spas; there are several areas with natural thermal waters. Many believe these waters have healing properties leading to many European visitors to the region specifically for these spas.

The climate in Emiglia Romanga is a very humid one. Winters tend to be mild but foggy; there may be days where there is some snow, but it does not last long. It is mostly rainy during the winter months. Summers are very hot and humid, more humid than other parts of Italy. Spring and fall weather is almost perfect with temperatures in the 20s.

**Poggio Renatico**

The military base is located approximately 3 km from the town of Poggio Renatico. The town has a population of slightly over 8,000. It is 13km from the larger city of Ferrara. Due to its smaller size, most of the NATO community has chosen to live in or around the community of Ferrara.

**Ferrara**

Ferrara is a medieval walled city which is a UNESCO world heritage site. It is situated on the river Po, approximately 45 km from Bologna and approximately 110 km from Venice. Ferrara is in the province of Ferrara, in the region of Emilia Romagna region of Italy, with a population of approximately 135,000. In many ways Ferrara is almost two cities; one within the ancient walls and a far more modern one outside the walls. Within the walls, the old medieval part of the city includes the
castle (Castello Estense), which dates back to 1385, and the cathedral (Basilica Cattedrale di San Giorgio) which started construction in 1135. The medieval part of the city has many cobblestone streets which twist and turn and still have the original buildings. The renaissance part of the city was built on a grid system, one of the first cities in Europe to do so. The ruling family of Ferrara was the Este family; the Dukes ruled this city until 1597 when the Pope reclaimed it as a papal state. Outside the walls of the city centre, one finds a modern city with many amenities, similar to what we would find in a city this size in Canada. Ferrara is also known as “città delle biciclette” or city of bicycles; everyone, young and old, ride their bikes here. The city has many bicycle paths outside the walls. Within the city centre they do not have the room for separate bike paths, so sidewalks, walkways and streets are shared with the bikes! It is not uncommon to see bikes being ridden up one way streets the wrong way! Be aware, especially at night.

Ferrara has a typically humid climate, due to its location in the Po river delta. Winters are VERY foggy; this city is known for its fog, the kind where you cannot see buildings or the car in front of you! Occasionally Ferrara will have a day of snow, so temperatures do get below 0 degrees, but not often. There tends to be more rain during the winter months. Summers are long, hot and humid. The city almost shuts down in August, when locals head to the mountains or seaside. Spring and fall have near perfect temperatures ranging in the 20s.

**SHOPPING**

There are many different stores within the walls of Ferrara. These range from *Coin* and *Zara* (the department stores) to small grocery stores and boutiques. Within the city center, most of the stores close from 12:30-3:30 for *Riposo*, an afternoon rest time. However chain stores often remain open all day until 7:30pm. You will eventually become familiar with the opening hours of your favourite stores. Outside the old city center, Ferrara is much more modern with malls and “box” type stores looking very similar to what we would find in Canada. These stores have longer hours, typically remaining open all day.

**Centro Commerciale**

**Centro Commerciale Il Castello**

Via Richard Wagner, 44124 Ferrara FE, Italy  
[www.centroilcastello.it](http://www.centroilcastello.it)

Il Castello is the largest mall, south of the city where you will find many stores you would typically find in a mall in North America. Major stores include *Ipercoop* (similar to Wal-Mart) and *Euronics* (similar to Best-Buy) as well as a large variety of other stores.

**Parco Commerciale Diamante**

This is a “box-type” mall near the Ferrara Nord exit of the A13. Major stores include *Iper Tossano* (similar to Wal-Mart) and *Media World* (similar to Future Shop).
Le Mura
A smaller mall located just outside of the walls to the East. The major store is Ipercoop.

Other Stores

BricoMan (similar to Home Depot)
Via Bolonga 470 - 44124 Ferrara  www.bricoman.it

Decathlon (sports equipment and clothing attire):
Via Aldo Ferraresi, 1320 Ferrara  www.decathlon.it

Mercatone Uno (IKEA type furniture store)
Via della Fiera 1, Ferrara  mercatoneuno.com

Semeraro (furniture)
Via Padova, 44122 Pontelagoscuro FE  shop.semeraro.it
This is only a small selection of the stores available. There are IKEAs nearby in Bologna and Padova, as well as a Costco-type store called Metro. The MWA on base has a membership card for the Metro available to be signed out for National events; speak to the SNR/DSNR for more information.

Grocery Stores

In Ferrara, you will find many types of grocery stores. These range from large chain type ones to smaller neighborhood ones. Outside the old city center you will find your larger chain stores such as Iper Tossano, IperCoop, Spar (InterSpar, DesSpar) and Lidl. Within the walls you will find the grocery stores are much smaller, almost every neighborhood will have one. These typically are, Conad City, Despar and Meta. You will also find small corner type shops, similar to “Max Milk, Quickie or 711” from Canada. Many neighborhoods will have butchers and fresh pasta shops. Most will have limited hours and selections, but very much a part of the Italian experience!

Gluten-free products can be found at Happy Senza Glutine: Via Marconi 156 Ferrara
Tel: 0532 770094  www.happysenzaglutine.com  (you can also find them on Facebook) . Many of the larger local grocery stores are now starting to stock sections of their shelves with gluten-free products

Vicenza

Vicenza, Italy is the home of the U.S. Army Garrison Italy located on Caserma Carlo Ederle, the headquarters of U.S. Army Africa. Positioned at the foothills of the Dolomites in northern Italy, Vicenza is the capital of the Vicenza province in the Veneto Region and lies midway between Venice and Verona. Caserma Ederle is located on the east side of Vicenza, approximately 3 kilometers from the Vicenza East (EST) exit off Autostrada (A4) which runs from Venice to Milan.
Once your base access paperwork is complete allowing you on base, it is recommended you take your sponsor on your first trip there as it can be a bit confusing.

We are entitled to access most of the facilities on the base with the Yellow Privilege and Identification card, on the back of which is a list identifying the facilities. Some of these are listed below, along with some reference hyperlinks:

- AAFES Exchange
- AAFES Shoppette
- Car Wash
- Travel Office
- Arts Centre
- Commissaries
- Outdoor Recreation Centre
- Auto Skills Center
- Library
- Woodworking Shop

https://www.shopmyexchange.com/
Canadian mbrs can now log in with a generic password to view items and discounts, but we cannot order online. All orders must be sent via email to Vicenza and you will be required to pick it up. They do not home deliver.

http://italy.armymwr.com/europe/italy

Cell phones, Home Phones and Internet.

SERVICE PROVIDERS

**Tim (Telecom Italia)**

You can find a Tim store in the center located at PIAZZA TRENTO TRIESTE 75 or in both malls as well as other locations around Ferrara. Tim also offers internet and home phone service. To find out more about their packages visit a Tim store or visit their website at www.tim.it Note that Telecom Italia is similar to Bell, in the sense that all the infrastructure is owned by them; other providers lease space/bandwidth from them.

**Wind**

You can find a Wind store in the center of Ferrara located at Piazza Trento Trieste 15 in the cathedral shops or in both malls as well as other locations around Ferrara. Something to note is that it seems a large number of people in the NATO community tend to use Wind for their cell phone service so sending text messages between Wind clients using the same provider is free. Wind also offers internet and home phone service. To find out more about their packages visit a Wind store or visit their website at www.wind.it

**Vodaphone**

You can find a Vodaphone store in the center located at Piazza Trento Trieste 8 (near McDonald’s), or in both malls as well as other locations around Ferrara. Vodaphone also offers internet and home
phone service. To find out more about their packages visit a Vodafone store or visit their website at www.vodafone.it

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

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

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

APPLE PRODUCTS

There is an Apple Store in Bologna located at Via Rizzoli 16. It is open from 9 am -8pm. You can purchase iPhones, iPads, laptops or any other Apple products. JUICE is an Apple Premium Reseller located at Via Borgo dei Leoni 2 (across from the Castle). This store also sells many Apple product accessories. Monday to Saturday, 9:30-1:00 pm and 3:30 -7:30 pm, closed Thursday afternoons and Sundays.

Apple products as well as other electronics can also be purchased at the PX on the base in Vicenza. (US dollars)

Receipts

According to Italian law, not only must a shopkeeper issue a receipt but those buying goods must be able to produce it on demand. Those entrusted with enforcing this law are called Guardia di Finanza, or Fiscal Police. If not offered, you must ask for your receipt (scontrino or ricevuta). This includes all goods and services. Within 100 meters of an establishment from which you have purchased something, if you cannot produce a receipt, both you and the vendor may be fined.

Markets

Italy is a country that still thrives on markets. These markets will have products ranging from food to clothing and everything in between. Each town will have its different market days. Ferrara is a large town and has two separate market days on Monday and Friday mornings. The stalls are set up on the south side of the old city inside the walls on Monday and in the city center (within the old walls) from 8:30am to approximately 1pm on Friday. Some great bargains can be found!

There are many different types of food markets in Ferrara and the surrounding area. One will often find food markets set up in the main Piazzas of Ferrara. Typically you can find wines, cheeses, meats and other Italian foods. The smaller villages and towns also have
their farmer’s type of markets, fun to explore and great prices on fresh items.

Antique markets are also held in the area. One of the larger ones is held in the town of Stellata, located 30 km from Ferrara. It is held the third Sunday of every month. This market takes up almost the entire town; parking is limited, therefore it is recommended to arrive earlier in the morning.

**Size Conversion**

Italy and Europe have different sizing for clothing and shoes than we are used to using. The following are some conversion charts that will hopefully help:

<table>
<thead>
<tr>
<th>Clothing Conversion chart</th>
<th>Men’s Shirts</th>
<th>Men’s Pants</th>
<th>Women’s Dresses/Coats/Pants</th>
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<td>CANADA ITALY</td>
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<tr>
<td>14 36 S</td>
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<td>14½ 37 S</td>
<td>30-31 46</td>
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<tr>
<td>15 38 M</td>
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<tr>
<td>15½ 39 M</td>
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<tr>
<td>16 41 L</td>
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<tr>
<td>16½ 42 L</td>
<td>40-41 56</td>
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</tr>
<tr>
<td>17 43 XL</td>
<td>42-43 58</td>
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<tr>
<td>17.5 44 XL</td>
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<tr>
<td>18 45 XXL</td>
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<tr>
<td>18.5 46 XXL</td>
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<table>
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<td>12 45</td>
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Children’s sizes in clothing and shoes are also different and can vary somewhat; until you are fully aware of your children’s sizes, clothing should be tried on before buying.
RECREATION AND FITNESS

Gyms

There is a small gym with limited hours on base, available for use of military members only. There are two main recreational and gym facilities in the city of Ferrara.

McFIT Ferrara
Via Reggiani, 4, 44121 Ferrara (behind Bricoman)
Tel: +39 0532 091948  www.mcfit.com  servizioclienti@mcfit.com

If you join, please note that your membership is automatically renewed each year and cancel your membership a registered letter must be sent to their office in Milan at least 15 days prior to the renewal period.

Centro Universitario Sportivo Di Ferrara
CUS1, Via Gramicia 41, 44123 Ferrara
CUS2, Via Liuzzo 41, 44123 Ferrara
Tel: +39 0532 708520  www.cusferrara.it

The Centro Universitare Sportivio (CUS) is a large facility including a pool, tennis courts, multiple gyms and an 18-hole golf course. To use these facilities, you must pay a €30 membership fee, in addition to specific fees for the facilities being used. While all on the same property, there are two separate complexes.

For spouses there are many unofficial clubs that have been formed within the NATO community. These include running, biking, swimming, Nordic walking and golfing. Interested spouses can be added to the Facebook groups upon arrival.

Beaches and Pools

Less than an hour drive east from Ferrara there are several beaches along the Adriatic coast, stretching across 23km of sand. Many parts of these beaches belong to hotels and resorts. They are quite obvious with their pretty changing huts, umbrellas and matching lounge chairs. Some areas of the beaches are also paid sections; you pay for an umbrella and a chair, typically 10 euros per person.

There are parts of the beaches that are free. These look more typical to what we would see back home, no uniform umbrellas and lounges, everyone bringing their own and pitching up wherever they find a spot. Some beach areas have free parking, but at most you must pay.

The beach towns are literally one after another starting with the small fishing and port town of Porto Garibaldi to the south, stretching up to Lido di Volano nearer Venice, known for its kite and wind surfing due to the greater wind and currents.

Many are resort-type towns, with hotels, camping, pools, play areas and beach bars. Lido Degli Scacchi and Lido Pomposa tend to be more family oriented with camping and family type hotels and
entertainment, while Lido Degli Estensi is very modern, a holiday resort town with boutique shops, cafes, clubs and discos.

**Pools**

There are numerous pools in the area. Note that in those considered public pools, often everyone must wear a bathing cap (including men). The following are within town:

- **Piscina Comunale Bacchelli**: Via Bacchelli 103
- **Piscina Comunale Beethoven**: Via Beethoven
- **Piscina Comunale Pastro**: Via Pastro 2
- **Locanda Corte Arcangeli**: Via Pontegradella 503.

Lunch, a chair and umbrella are included in a 10 euro entrance fee on weekdays; weekends are more expensive. (No cap necessary)

**Nearby water-type parks**

*Agriturismo Ai Due Laghi del Verginese* is two small man-made lakes, great for a family picnic and sunbathing with a nearby restaurant; entrance fee is required.

*Acquaparco Le Piscine*: via Sfondrabo 46/a, Migliaro. This is over 30 minutes away, but is more like a water park with slides and go carts

*Acquaparco Bondy Beach*: via Gardenghi 7, Bondeno. Bondeno is also approximately 30-40 minutes away.

**Restaurants**

Bars and cafes: There are many bars and cafes in Italy. Bars here are different from what we are used to. They will often also have *pasta* (pastry), *panini* (sandwiches) and coffee. Cafés, obviously serve coffees. There are often many types of coffees, ranging from the espressos to the lattes. Coffee in this area is strong, but well-liked by coffee drinkers! Cafés also typically serve a range of pastries, sandwiches and salads, what one would consider a light lunch (*pranzo*). Both bars and cafes are normally open throughout the day.

Osterias (taverns) and ristoranti (restaurants) in this area typically open for lunch (*pranzo*) from 12:30pm until 2:30-3:00pm and then close for the rest of the afternoon. If you arrive close to their closing time you may be told that they cannot serve you. The restaurants will then reopen again for dinner (*cena*) at 7:30 pm to normally 11:30pm. Dining out in Italy is considered an evening event; this is not a fast food nation, so relax and enjoy the experience!

Menus are typically divided into four sections, Antipasti (appetizers), primi (first courses), secondi (main courses) and dolci (desserts). Often you will find the primi and secondi menus are split between *pesce* and *carne* (fish and meat).
The typical antipasti you will find in Ferrara are cold meats, cheese, fried bread (panzini), and stuffed zucchini flowers.

Primi are normally pastas, risotto dishes and soups. In Ferrara, one of the main pastas you will find is the cappellacci di zucca, pumpkin filled pasta served with either a ragu sauce or butter and sage. Another popular prima is the pasticcio dei macroni, best described as a macaroni pie.

Secondi are normally served on their own without vegetables or normal side dishes (contorno); these are ordered separately. Typical meat dishes are beef (often served with a balsamic glaze), cotoletta alla Milanese (breadcrumbs pork cutlet), and the Salama da sugo, which is a very strong tasting salami made with wine and spices and served with mashed potato. On the dolci menus you can normally find tiramisù, but Ferrara does have some typical desserts that are typical (tipico) to this area. Torta di Tagliatelle is an almond cake with thin egg noodles on top; Tenerina is a moist chocolate cake, similar to a brownie; and surprisingly there is zuppe Inglese, which is very similar to an English trifle.

You will not automatically receive the bill (il conto) at the end of your meal; it is considered impolite to present it without asking, as if they were asking you to leave. When you do receive it, you will notice the coperto. This is best described as a service charge. Italy is not a tipping culture; this is often considered the tip. If you feel that a tip is called-for, it is suggested to round the bill up to the nearest €5 or €10. The Ferraresi (people of Ferrara) generally prefer the foods they are used to. Most restaurants will have very similar menus. However you will find a few international restaurants, like Chinese, sushi, and Indian. Lately hamburgers have become a food craze, with many places adding them to their menus.

**Theatres**

**Teatro Communale di Ferrara**

The Teatro Communale in Ferrara is an Opera House located in the centre very near the Castello Estense at Corso Martiri della Liberta, It was built between 1786 and 1797 with seating for 900 people. For more information visit [www.teatrocomunaleferrara.it](http://www.teatrocomunaleferrara.it)

**Teatro Nuovo**

A Performing Arts Theatre located in the canter of Ferrara at Piazza Trento-Trieste 52. For more information visit [www.teatronuovoferrara.com](http://www.teatronuovoferrara.com).

**Apollo Cinepark Theatre**

Piazza Carbone, 35. This is an Italian language movie theatre. It plays an original language movie (film in lingua originale) on Monday nights and often these movies are in English. Movies usually begin late at 9 pm and often have a 10 minute intermission at the half way point. ([www.apollocinepark.it](http://www.apollocinepark.it))
UCI Cinemas Ferrara

Via Darsena,73. This is an Italian language movie theatre that normally plays an original language films on Wednesday nights. (www.ucicinemas.it)

Cinema Boldini

Via Gaetano Previati,18. An Italian language movie theatre that sometimes plays movies in original language. (www.cinemaboldini.it)

Jazz Club Ferrara

Via 167, Rampari di Belfiore. (located on the wall near Corso Porta Mare)
Tel: 339 788 6261 www.jazzclubferrara.com

Italian Lessons

During your posting to Poggio Renatico/Ferrara you can take Italian lessons. Italian lessons begin near the end of September and go until the end of January. A second session begins mid to late February and ends in early June. You can begin your lessons in either of the two sessions. Each session costs approximately 20 Euros and includes the cost of your text book.

There are pre- beginner levels (usually called pre-A1), the levels then advance from there to A1 and A2. At the end of each level there is an exam, and with each exam that you pass you will receive a certificate for your completed level. Lessons typically are either 2 or 3 days per week with the higher levels having more hours. There are also daytime lessons as well as evening lessons to choose from that are available for spouses.

If your knowledge of Italian is nil or low then you will most likely be placed in a pre-A1 level class. If you have taken some lessons or have a moderate level of Italian then you will have to complete an entrance test and will be placed in a class according to your test results. Classes usually take place at one of the local high schools in Ferrara. If you are interested in taking an Italian class please call Alberta at +39 348 9750412 or email her at ferrarafe@virgilio.it

Alberta is one of the teachers of the Italian lessons and speaks Italian, French and English. She also does private tutoring if you are interested and comes highly recommended by all of her past students. Italian lessons can be taken by NATO members as well as their family members over the age of 16.

In addition there is a language café located at 381 Storie da gustare, Piazzetta Corelli, 24. It is run by an association called ActionEdu from mid-September through mid-June. Alternating Saturdays, they have either English and Italian tables, or French/German/Spanish tables. The cost is simply an annual membership to ActionEdu at €15. For more information, see http://www.actionedu.eu/language-cafeacute.html
NATO Community

The Canadian community here in the Ferrara area is currently a very small one. We do not have a Military Family Resource Centre on location, but we do officially now fall under the one in Naples. As this situation is fairly new, Naples has been looking into what kind of services they can offer the Canadian community here. As this is new as a NATO community, there are not many official groups/activities for family members. However the spouses have started to organize many groups and activities for ourselves. This is done primarily through Facebook. There is a main group called Ferrara spouses to which one can be added before arrival. Activities and events are organized this way, as well as much information about life in Ferrara is shared. There are also many clubs that have started up, ranging from crafts and book club to many sporting activities such as running and swimming. There is a Morale and Welfare Association (MWA) on the base that sponsors a number of clubs as well as occasionally organizing discounted trips and tours.

Important Italian Holidays

<table>
<thead>
<tr>
<th>Date</th>
<th>Event Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>January 1st</td>
<td>Capodanno (New Year’s Day)</td>
</tr>
<tr>
<td>January 6th</td>
<td>Epifania (Epiphany)</td>
</tr>
<tr>
<td>Mar/April</td>
<td>Easter Monday (Pasquetta)…many Italians travel on this weekend and specifically on this day so most highways will be busier than normal and travel can frequently take much longer than it normally would.</td>
</tr>
<tr>
<td>April 23rd</td>
<td>La festa di San Giorgio (the feast of St George, Patron Saint of Ferrara)</td>
</tr>
<tr>
<td>April 25th</td>
<td>Anniversario della Liberazione (Liberation Day)</td>
</tr>
<tr>
<td>May 1st</td>
<td>Festa del Lavoro (Labour Day)</td>
</tr>
<tr>
<td>Last Sunday of May:</td>
<td>The Palio. While not an actual holiday, it is a festival atmosphere with many celebrations throughout Ferrara over this entire weekend.</td>
</tr>
<tr>
<td>June 2nd</td>
<td>Giorno della Republica (Republic Day)</td>
</tr>
<tr>
<td>August 15th</td>
<td>Ferragosto (Assumption of the Virgin Mary). Ferragosto is a holiday in Italy and most Italians travel on this day therefore many highways will be busier than normal. Some smaller cities close their shops on this day as many people head to the beach.</td>
</tr>
<tr>
<td>November 1st</td>
<td>Ognissanti (All Saints’ Day)</td>
</tr>
<tr>
<td>December 8th</td>
<td>L’Immacolata (Immaculate Conception). This day marks the beginning of the Italian Christmas Season.</td>
</tr>
<tr>
<td>December 25th</td>
<td>Natale (Christmas Day)</td>
</tr>
<tr>
<td>December 26th</td>
<td>Santo Stefano (the feast of St. Stephan….Boxing Day).</td>
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</tbody>
</table>
Leave

Due to the DACCC being hosted on an Italian Base, and consisting of sixteen different nations, it is impossible to follow the normal Canadian Statutory holidays. The Base is closed 12 days during the year, and we are also allowed to celebrate three Canadian holidays. We currently select Canada Day, Labour Day, and Thanksgiving. However, since we are only allowed twelve Stat holidays per year, we use the remaining three days as Canadian training days to hold meetings/discussions, catch up on annual training requirements (eg. security and ethics), and ensure that any other administration and training (eg. distributed learning) is fully up to date.

Religion in Italy

Italy is a Christian country with the majority of the population belonging to the Roman Catholic Church. You can find many religious movements practiced in Italy’s larger cities. Here in Ferrara there are an abundance of Catholic churches. There are also Jewish synagogues, Anglican and Christian Churches, Muslim mosques as well as other religious centres. Ask your sponsor to help you in locating the religious establishment of your choice.

Driving in Italy

Licensing

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

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

Alternatively, you can also obtain an IDP in person at any CAA office prior to your departure from Canada, or via mail; however the license is normally only valid for one year. Note that there have
been several instances within the European community whereby, despite the expiry date reflected on your Canadian Driver’s License, the province of departure may consider your license null and void a short time after you cease to reside in that province. Sometimes that necessitates special waivers from the province of departure to ensure that the license remains valid throughout your posting.

Ontario has in place a process for CAF members posted overseas, whereas other provinces have not set-up such process and may require each family to enter in discussions to be granted extended validity to their licenses while overseas. This is a situation that the NMR’s office is working on.

One member coming from Nova Scotia was able to renew their provincial license outside the regular renewal time frame by submitting a copy of their posting message with a signed letter from the CANCONPR CO to Service Nova Scotia in Halifax. The letter simply indicated the requirement to maintain a license throughout the posting period.


**Registration and Insurance**

Vehicles are registered on an annual basis through USAG Vicenza as well. Vehicle inspections are required upon first registration, and when the vehicle turns four years old, six years old, and annually after that.

Up to now, insurance has been arranged through two companies in Vicenza who cater to the US community and offer NATO discounts. However, be prepared for a hefty increase over what you paid in Canada. For example, “full” coverage on a two-year-old RAV4 (clean record, two drivers over 40) was quoted between €1100-€1400 ($1600-$2000). We are in the process of investigating other companies in/around Ferrara as other options. Your sponsor will have more information when you arrive for your HHT.

**Fuel Coupons**

You will be able to purchase fuel coupons which are tax-exempt. They are accepted at most (not all) AGIP and ENI gas stations throughout Italy. The fuel cost per litre is adjusted on a monthly basis to approach the cost paid for fuel in the USA. These coupons can be used only for the first registered vehicle. Limits are applied and are linked to engine size (four cylinders entitles you to 300 l/month; six or more cylinders = 400 l/month). Fuel coupons are purchased at the MWA store on base after you have fully registered your vehicle at USAG Vicenza and received your fuel ration card.

**Winter Tires**

Winter tires or the physical carrying of tire chains are mandatory in this area of Italy during the period of 15-November-15 April as well as many other places within Europe. A winter tire is one
marked M&S, MS, M+S (for mud and snow), or with the Three Peak or snowflake symbol. Note that ‘All-Weather’ tires marked with M&S are also acceptable.

**Highways (Autostrade)**

The Autostrada network has approximately 6,000 kilometers of highways throughout Italy. Autostrada directional signs are green as opposed to blue for the secondary and non-toll roads. Toll payment depends on distance travelled. When entering the Autostrada, a ticket is issued showing your point of entry and the toll, based upon how far you have traveled, is paid upon exiting the Autostrada.

If you lose your ticket, you will have to pay the furthest toll (e.g. if traveling south to Rome, with no ticket, you may have to pay the toll from Trieste even though you entered from Ferrara. When you exit the Autostrada you can normally choose a lane to either pay with a Card (credit or bancomat); cash; or sometimes through an actual person. Do not go into the Telepass lane unless you have a Telepass device. Telepass users can drive through the telepass lane and then toll charges are sent to them on a monthly invoice. Telepass devices can be obtained at most local banks, usually your own bank as automatic payment is tied to your account.

A *tangenziale* is normally a bypass or ring road through or around major cities. These normally are not toll roads (although the Naples tangenziale is); often these roads are parallel to the Autostrade.

**Speed Limits and Tips**

Italian drivers tend to drive very fast and are quite aggressive but be careful because there are speed limits. Speed is monitored by cameras on the highways and tickets are issued automatically. Tickets are sent to drivers or car rental agencies in the mail. Except when posted otherwise, the following speed limits apply:

- 130 kmph on Autostrada;
- 110 kmph on non-major highways outside of major urban areas;
- 90 kmph on local roads outside of urban areas; and
- 50 kmph in urban areas. Note that the definition of "urban areas" often extends to the stretch of highway passing a small town, especially around its exits, so keep your eyes peeled for signs indicating lowered speed limits, even on the highways.

Note that there are minimum speed signs posted in some places, primarily in the left lanes of multilane highways.

![Maximum and End of Speed Limit](image1.png) ![Minimum/End Minimum Speed](image2.png)
The principle of “keep to the right” is more absolute in Europe than in North America; if you are not actively passing, stay out of the left lane. Only pass on the left, and once you’ve passed the vehicle, return to the rightmost lane that makes sense for your speed. If you prefer to drive slower or are not passing anyone then you should move to the right lane. If you’re being flashed from behind, you’re in somebody’s way and should move to the right. This can apply even on two-lane roads; it’s not unusual to see two-lane roads become three-lane roads as vehicles move as far to the right as they safely can to allow traffic to pass!

Other safety rules are the same as or very similar to those in North America. Seatbelts are mandatory and lights are required to be on while driving on major roads outside of urban areas. Use of cell phones is prohibited without a hands-free device (although you wouldn’t know it based on the number of phones you will see!) The legal limit for alcohol is 0.05% in Italy, although it varies by country throughout Europe; some including many of the Eastern European countries have a zero alcohol policy.

**Zona Traffico Limitato (ZTL)**

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

**Low Emission Zone (LEZ)**

From the dates 1 October to 31 March, Ferrara falls under the Low Emission Zone regulation which places heavy restrictions on what vehicles can be driven within the city. Information including the minimum standards can be found at the following link: [Ferrara LEZ Page](#).

To find out what level your car is, please check this link: [Euro Emissions Standards](#)

Additional information specific to Ferrara including penalties for violating the regulation can be found at this link: [Blocchi alla circolazione](#)

**PLANES, TRAINS AND...BUSES!!**

**Airports**

The closest commercial airport to Ferrara (Poggio Renatico) is Aeroporto G, Marconi (BLQ) in Bologna. It is located about 40 minutes from Ferrara at Via del Triumvirato, 84, just off the tangenziale. For more information, including both long and short term parking options, see [www.bologna-airport.it](http://www.bologna-airport.it)
The main Venice airport is Venice Airport Marco Polo (VCE) located about 90 minutes from Ferrara (Poggio Renatico) at Via Galileo Galilei, 30, Tessera, Venezia. It is located on the mainland just north of the city of Tessera (near Mestre) www.aeroportodivenezia.it

There are also smaller airports nearby in Verona and Venice Treviso from which flights to/from other European destinations can be taken.

**Trains**

Stazione Ferrovia di Ferrara, located at Piazzale della Stazione 28 is Ferrara’s train station. Go to www.trenitalia.com to see train times, destinations, or to book online. To book you may also go directly to the train station. If you have a smartphone look for the app “locomotimes”. It’s a very handy guide to train travel in Italy.

There are a number of high-speed trains in Italy:
- Frecciarossa high-speed trains, operated by Trenitalia, reach speeds of 400 km/h and travel between Milan, Rome, Naples, Turin, Florence and Bologna. There are no stops in Ferrara;
- Frecciargento trains connect Rome to Venice, Verona, Bari/Lecce, Lamezia Terme / Reggio Calabria on both high speed lines and traditional lines. Frecciargento trains reach speeds up to 250 km/h. There are limited stops in Ferrara on the Rome/Venice runs; and
- Frecciabianca, while not specifically a “high-speed” train, do run at higher speeds than the regional or intercity trains, and are much more comfortable. These trains run outside the high-speed network and connect medium and large cities throughout Italy, including some limited stops in Ferrara.
- Italo runs from Torino to Rome (via Bologna) or Venice to Rome (via either Padova or Bologna).

Travelling from Italy to other European destinations is possible, but can be complicated as you have to switch between various providers. It may be simpler to contact a travel agent and pay the small fee.

**Bus Shuttle**

From Bologna Airport to Ferrara.  www.ferrarabusandfly.it This bus service goes back and forth from the Bologna Airport to Ferrara Centro and stops at Largo Castello (across from the castle near Via Cavour) as well as from the train station and Il Costello mall.
HOUSE HUNTING INFORMATION FOR FERRARA

In Italy, realtors will typically help you locate a house, show you the house and negotiate a contract with the landlord that will work for the duration of your posting. The realtor will also register the contract with the local Revenue office (Agenzia delle Entrate). Italian Realtors usually have very little contact with their clients after the contract is signed. Currently there is no specific contract with any agent, nor with a translator/interpreter, a necessity during the HHT. The real estate agent that we have had success with and used for all Canadians posted to Ferrara so far is Barbara Vaccarella.

Barbara works with a translator/interpreter named Yvonne Gallani. Yvonne is perfectly fluent in both English (raised in Australia) and Italian (born in Ferrara and lives here with her family). Yvonne and Barbara work together to ensure that the contract negotiations run smoothly between yourself, the landlord and the Realtor. As Barbara speaks very little English, Yvonne acts as translator/interpreter for all parties. Your sponsor will inform you how the payment for this team works.

Yvonne will also be available to you non-contractually throughout your entire posting here in Ferrara. She is able to assist you with hotel stays during your HHT, your initial move, car rentals, banking, school interviews, getting your codice fiscale, and getting your Permess di Soggiorno at the Questura (Police Station) etc. She can also help with your landlord should the need arise during your posting. Although Yvonne and Barbara are not officially employed by the Canadian Government, they are recommended for NATO members posted to Poggio Renatico/Ferrara and also work with other Nations within the community.

Your sponsor should put you in touch with Yvonne as soon as you begin planning your HHT (even before you get your actual posting instruction!) as she and Barbara need time to contact landlords to make appointments for you to view houses. It is equally important for you to send Yvonne a detailed email with your wish list before you come on your HHT. It is quite important to not plan your HHT during a week with a designated Italian holiday as many local offices may be closed. Also, some landlords may not make themselves available to show houses on Sundays.

Some things to consider before your HHT to Ferrara are:

- Do you want to live inside the walls or outside the walls?
- Do you have children that will be attending Smiling International School? A local Italian school?
- Do you wish to drive, walk or bike your children to school?
- Do you wish to live in a country house in a small town/village outside of Ferrara?
- Do you wish to live near the NATO base at Poggio Renatico?
- Do you prefer:
  - an old renovated house?
  - a modern house?
- outdoor space/terrace?
- a parking garage?

It is suggested to plan your HHT for a full week (Monday to Friday). Plan to arrive in Ferrara on a Saturday or Sunday to rest and get acquainted with the area. Your first full day will then be Monday when most likely you will get your Codice Fiscale. This is the Italian equivalent to the Canadian SIN and is required in order to rent a house, open a bank account etc. It is most important to get your Codice Fiscale on the first day or at least early on in your HHT. Yvonne will accompany you to help with this. That afternoon you may have time to look at houses. You will also continue looking at houses on your second day and third day if needed. Yvonne and Barbara work with other realtors to ensure that you are able to see all houses for rent in Ferrara. One thing to note before you come on your HHT is the width of the car at its widest point with the mirrors folded in. As you see from the picture, some of the parking garages or courtyard entrances to your parking access are quite narrow. Don’t worry, you will soon get used to it!

**Arriving in Ferrara**

The period between your HHT and move will be a busy, challenging and stressful time. It is not uncommon for new arrivals to spend up to six weeks in a hotel awaiting their sea container. Your initial transition to life in Ferrara will normally require more assistance from your sponsor than a posting within Canada or even Germany. You should not feel uncomfortable about this situation; your sponsor has been through it previously and the whole community will be available to assist you during this time. Independence is admirable, but balance it against the stress of a completely different culture.

One important task you need to accomplish between your HHT and arrival is to get Italian Visitor Visas for each of your dependents official Special (green) Passports. The form to submit with your special passport application may only be in Italian. At the end of this book is a translated version to help you complete the form. You will also need at least five ITALIAN sized photos to include with the application. They are a different size from Canadian photo’s, being 4.5cmx3.5cm.

Make sure you start this application process early as the Italian Consulate requires a MINIMUM of 15 working days to process your visa!

**Requirement to carry Identification Papers**

Contrary to the practice in Canada, as a foreigner in Italy, you must by law carry proper identification. If you do not have a piece of identification on your person, you may be escorted to the police station until you can prove your identity and produce legal authority for being in the country.
(for dependents, this is your permesso di soggiorno). Acceptable identification shows your picture, and date of birth. Examples of acceptable identification documents are:

NATO ID card;
Canadian military ID; and
Passport (with permesso di soggiorno, for dependants)

**Banking**

Canadians are entitled to use any bank they desire within Italy; however the current contingent has developed a relationship with the BNL (Banca Nazionale del Lavoro) at several locations in and around Ferrara. You will be at the bank for approximately 2 hours during your first visit to sign all of the documents. Please bring your passports, your new Codice Fiscale card/number, and your Posting Instruction.

**Power**

European electricity is 220 volts at 50Hz frequency while North American electricity is 110 volts at 60 Hz frequency. You can bring minor Canadian appliances and tools from Canada, but you will need to plug them into transformers to convert the voltage. However, transformers do not convert the frequency, so what you bring from Canada may not work optimally, or it may burn out more quickly. Equipment that use rechargeable batteries such as drills are especially subject to this burn out.

You can buy plug adapters and transformers from the American base in Vicenza. Each home has a power threshold; initially this is 3kW! Normally, ours is raised to 6 kW, which is still far less than what we are used to. You will find until you adjust, it will be normal to blow circuit breakers quite often, either on individual circuits, or for the whole house. Check the information placard on the back of your newer electronics such as computer monitors and computers. If they say 100v-240v, 50-60Hz, you won't have to run them on a transformer. You will need either a plug adapter, or failing that, a European power cord available for approx. €12 from the major electronics stores such as Media World. Your desk top power supply may be equipped with a switch in the back to change between 120v and 240v. If in doubt, check with a qualified technician.

Educate your family on power outages - take them through the process of exiting your house and compound (i.e. keys for walkway and vehicle gates, hand crank for gate location, etc. Ensure you know how to manually open vehicle gates – normally some type of “key” is required – get your landlord to show you how to open). Locate ALL breaker boxes in your house (usually a couple of boxes, one on each floor, plus one main box outside near the road).
**Phone Applications**

Some phone applications people have found useful are:

**Ferrara Eventi** – App that lists all the local Ferrara Events coming up for over the next few months.

**Google Translate** – Simple translation app that allows translates photos.

**Chrome** – Web Browser that can translate websites.

**Duolingo** – App used to help learn basic Italian words and sentences.

**Tinycards** – Flash card version of Duolingo

**Slow News: In Italian** – App that plays back the news from the day before in Italian at a slower pace to help train your ear.

**Il Rifiutologo** – App used to help distinguish which garbage receptical to place your trash in. Also capable of scanning barcodes.

**Visit A City** – Excellent app to help plan itineraries when visiting a city for the first time.

**WhatsApp** – Primary app for communicating between Canadians and other NATO allies. Similar to iMessage in that it uses data, and not text messages.

**Garbage Collection: Household**

Recently there has been a change to the way garbage is deposited and collected. Each household within Ferrara is given a swipe card that is used to open the garbage dumpsters around the city. For each household, based on the number of family members, is given a certain amount of contributions. This number is also influenced by whether you have road or home collection, or whether you require the disposal of medical devices such as diapers, incontinence aids, or dialysis bags. For a family of two with road side pickup we are allowed forty-two 30L deposits a year before being charged an additional amount per deposit.

Links: Hera Waste Homepage
    Hera Discounts Page
SCHOOLING/EDUCATION

School options in Ferrara are few for Canadian children. Typically NATO children whose parents work at the base in Poggio Renatico will attend school in Ferrara. Schools in Italy place children in classes depending on their birthdays. The grade placements are determined based on the child’s age from April to April. To speak about your educational options, it is advisable to make contact with a guidance counselor and to discuss your children’s educational options as soon as you receive your posting message to Poggio Renatico.

Andrea Smith (for families with surnames A-K)
Guidance Counsellor / Conseillere en Education
Children’s Education Management / Gestion de L’Education des Enfants
Military Family Services / Services aux Familles des Militaires
Andrea.Smith2@forces.gc.ca Tel: 613-943-4302

or

Carolle Coulombe (for families with surnames L-Z)
Guidance Counsellor / Conseillere en Education
Children’s Education Management / Gestion de L’Education des Enfants
Military Family Services / Services aux Familles des Militaires
Carolle.Coulombe@forces.gc.ca Tel: 613-943-1440

Smiling Service International School

This is a school that begins in very early years (age 2) and goes to Grade 12. Most children of NATO members posted to Poggio Renatico attend SMILING SCHOOL. This is an English Immersion school for Italian children with many international students from other nations. The language of instruction is in English. Students up to grade 5 learn Italian and Chinese as well in grade 6 Spanish is also added to the curriculum. www.smilingservice.it. The principal (owner) is Caterina Azzini and she can be reached at principal@smilingservice.it. It is recommended that you send Caterina an email in order to make an appointment to visit the school during your house hunting trip

The International School of Bologna (ISB)

This school is located in the city of Bologna at Via D’Azeglio, 55. Presently, (at the time of publication) there is no publically funded transportation; if you would like to enroll your children in this school you would have to drive them. It is approximately 58 km from Ferrara. The highway between Poggio/Ferrara and Bologna can be very busy at times due to heavy traffic and heavy fog in winter. This is an International Baccalaureate School (IB Program). It is an English language school. For further information please go to their website at www.isbologna.com
**Canadian College Italy (CCI)**

CCI is located in Lanciano Italy in the region of Abruzzo (approx. 425 km from Ferrara). Canadian College Italy is Canada’s only private high school in Italy. It is a co-ed boarding school for Canadian, American and International students. CCI is a high school from grades 10 to 12. Many Canadian children of families posted to Naples (Lago Patria) attend this school.

**Neuchatel Junior College**

Neuchatel Junior College is a member of the Canadian Accredited Independent Schools (CAIS) Council of Advanced Placement Schools in Ontario and Swiss Group of International Schools (SGIS), grade 12 year curriculum & AP credits. Residence is with a French-speaking family. [www.njc.ch](http://www.njc.ch)

**San Vincenzo Scuola Materna**

This is an Italian language school located in the city of Ferrara. At the time of publication no Canadian children have attended this school. There have been American children and British children that have attended the early years program and elementary school years. There may be some assistance provided in the first few months with English translation to help with early integration. Other than that initial assistance all classes are taught in Italian. (From ages 2 to grade 8) Piazza Ariostea 12 [www.istitutosanvincenzo.wordpress.com](http://www.istitutosanvincenzo.wordpress.com)

**Blyth Academy – Florence**

A new Canadian School has opened up in Florence for the 2017/2018 academic year. Blyth Academy Florence ([blythflorence.com](http://blythflorence.com)) is associated with Blyth Academy in Canada; however, it is not an approved school under Children’s Education Management (meaning you can enroll, but will not be subsidized.) Normally they will not consider a school until it has been established for five years, although that may consider it earlier due to its affiliation with Blyth Academies internationally. If this interests you, it is suggested you put a request through CEM for consideration.

**Distance Education and Virtual Learning Online**

Courses may be a possibility. For more information on how to access these courses and to see find out if your children are eligible please contact, in your first year of posting the following office:

The Dependent Education Allowance Coordinators Office (Coordonnatrice des indemmites des personnes a charge – Gestion Europe), Selkant-Kaserne, Quimperles Str.100, 52511 Geilenkirchen, Germany. Tel: +49 (0) 2451-717212 or [www.cmp-cpm.forces.gc.ca/dem-epcg/index-eng.asp](http://www.cmp-cpm.forces.gc.ca/dem-epcg/index-eng.asp)

**School Documents**

It is important to have the following documents available for schools in Italy:
- Your children’s most recent school report cards; and
- Immunization records.

It is advisable to contact the school in Italy to determine which, if any, other documents are required for school registration.

**MEDICAL/DENTAL**

Poggio Renatico is considered a remote posting and as such Canadian NATO members and their families must find their own doctors and dentists in Ferrara as we do not have medical or dental privileges at the US base in Vicenza, Italy (Camp Ederle). To visit a medical professional you must pay your bill and then submit all receipts to your insurance company. While some doctors speak English, many of their office staff do not, therefore, it is advisable to go to the office in person to make your first appointment. For military members, you must seek prior approval before making medical appointments (except for emergencies).

**The University Hospital in Cona**

Also known as Ospedale (or Arcispedale) Sant’Anna, Ferrara’s hospital is located 15 minute drive from Ferrara at Via Aldo Moro 8, Cona (FE). [www.ospfe.it](http://www.ospfe.it)

Cona is a very new and modern hospital affiliated with the University of Ferrara and is a research and teaching hospital. There are also some offices located within the walls of Ferrara at the “old” hospital, Corso della Giovecca, 203.

**Dentists**

**Ambulatorio Odontoiatrico San Matteo**
Family practice of Dentists and Orthodontists,
Vicolo San Matteo 16, Ferrara, Tel:0532-206930 Email: info@ambulatoriosanmatteo.it Website: [www.ambulatoriosanmatteo.it](http://www.ambulatoriosanmatteo.it)

Some dentists also speak English and German (The office staff do not speak English). It’s best to make your first appointment in person, future appointments may be booked by email. This dentistry and orthodontics office is located in close proximity to the Porta Mare location of Smiling Services School. Upon payment, submit all receipts to your insurance company (or GK for mil pers).
Endodontist
Dott Maria Giovanna Baroni, MD, DDS, PhD
Medico Chirurgo Specialista in Odontostomatologia
Professore a Contratto International MDP
Viale XII Giugno 26, 40124 Bologna, Tel:0514-72763

Maria speaks excellent English and several members have used her with great success and her office provides many other dental services as well. Please note her receptionist does not speak English and the office can be difficult to locate the first visit.

Avant Dental and Medical Clinic
Via Pomposa 20b, Ferrara Tel: 0532-740831, www.ambulatorioavant.it.
Dr. Gianni Roncarati speaks English however there is no guarantee any of the other staff do.

Doctors

Dr E. Minganti, Gynecologist, Obstetrician and General Practitioner. Speaks English. Call or text (SMS) to make an appointment. Used by the British and Canadian NATO community. Fee is 70 euros per visit/per person in cash (Contanti) for Canadians. Office is located in the “old” hospital: Ospedale Sant'Anna, Corso della Giovecca, 203 in Settore 2. Tel 0532-235358 or mobile +39 368 382 9469

Dr N. Malaguti, Ear, Nose, Throat Specialist (Otolaryngologist) Has surgical privileges at Cona Hospital (Arcispedale S. Anna. Dr. Malaguti speaks English and specializes in pediatric and adult tonsil and adenoid removal. Tel: 051-902236, nicolamalagutti@gmail.com.

Dr Claudia Colombi, Gynecologist.
Via Martini del Lavoro, 27, Ferrara, Tel: 0532-461476
This doctor was recommended by a NATO spouse but no other information was provided.

Dr Silvia Pozzati, Gynecologist
Via Imre Nagy, 3, Ferrara, Tel: 0532-311736
This doctor was recommended by a NATO spouse but no other information was provided.

Please note that we are continuously trying to expand our medical and dental options as some members have experienced levels of service below what would be considered normal within Canada. When you arrive, talk with the members and spouses for any updated information or recommendations.

Pharmacies
Farmacia provides pharmaceutical services including prescriptions. You will find a number of Farmacia, including a 24-hour one, throughout the city of Ferrara.

**PETS**

**Importing your Pets**

You are responsible for making the necessary arrangements to ship your pets complying with applicable customs and health regulations. A recently established “pet passport” system has been introduced to make pet transport easier.

**Tips that will help to make your pet’s trip as safe and comfortable as possible**

*Crate training* is perhaps the most important step in the entire process; by accustoming your pet to its travel kennel well ahead of the travel date, your pet will feel comfortable in its soon-to-be travel environment. The more familiar your pet is with its travel kennel at home, the more it will be used as a “safe zone” during travel. What may often appear to be the best route of travel for you is not always the best route for your pets.

Some airlines implement complete “pet-safe” programs, so it is very important to do your research and ask which airlines are most pet friendly. “Pet-safe” policies include, but are not limited to, making sure your pets are always climate controlled, never leaving them out on the tarmac, and making sure they are the last ones on the plane and the first ones off. In addition, a majority of airlines only accept live animals within certain outside temperature constraints, so seasonal traveling can often prove difficult. By using a “pet-safe” carrier, these climate restrictions can be easily avoided. Traveling to Europe, we recommend Continental, KLM, British Airways, and Lufthansa Airlines, all of which have excellent pet programs in place. If it is possible, connect through Frankfurt airport in Germany as they have an excellent animal trans-shipment facility.

Import Requirements for pets moving into the EU fall under the jurisdiction of Commission Regulation (EC) No 998/2003 of the European Parliament and of the Council. In summary, with the exception of the UK, Sweden, and Norway, EU import requirements exist for all dogs, cats, and ferrets:

- Each pet **shall** be identified by means of a microchip. The microchip used should comply with ISO Standard 11784 or Annex A to ISO standard 11785—otherwise the pet will need to be sent with its own scanner attached to the top of the crate. The European ISO standard chips must have 15 digits in order for them to be compliant. Your vet will have a scanner and can confirm if you meet this standard. They will need to check your chip regardless as you certify their vaccinations

- All animals need to have full vaccinations including Distemper, Hepatitis, Parvo, Leptospirosis (DHLPP), and Rabies within the last 12 months or a minimum of 4 weeks before arrival. Cats must have Feline Viral Rhinotracheitis, Calicivirus, Panleukopenia (FVRCP), and Rabies within the last 12 months or a minimum of 4 weeks before arrival.

Ensure you confirm the requirements through the Canadian Food Inspection Agency (http://www.inspection.gc.ca/animals/terrestrial-animals/exports/live-animals/health-certificates/pets/eu-non-commercial-/eng/1321396665054/1321464473817) prior to departure.
You will need to visit your nearest CFIA Vet in order to get a certificate of health in order to export your pet.

There are many full service pet relocation agencies available worldwide that are able to facilitate all of your pet’s travel arrangements. Services can include residential pickups and deliveries, flight bookings/check-in, customs clearance and import handling, assistance with documentation. These services make life much easier, but with the service come added costs.

http://www.animaltravel.com or http://dogtime.com (search: Transporting pets to Europe)

**Canine Leishmaniasis**

Leishmaniasis is a zoonotic disease caused by parasites transmitted through the bite of an infected sandfly. The disease is found mainly near the Mediterranean coastline. Signs of leishmaniasis include hair loss, patches of dry skin on the tips of the ears and nose, as well as swollen lymph nodes, loss of weight and decreased appetite, and increased drinking and urination.

In order to prevent contraction of leishmaniasis, keep your dog indoors at dusk and dawn, when the sandfly is most active. A Scalibor collar (deltamethrin) has been proven to be 86% effective in prevention. Monthly applications of Advantix are also recommended. There is no cure for leishmaniasis, but treatment is available and required for the lifetime of the dog. Infection in cats is rare. For more information, visit www.leishmaniasis.info

**Grooming and Clinics**

**Passion For Dogs Dog Center**

The center canine Passion for Dogs is located at estate Orsi Mangelli Le Budrie of San Giovanni in Persiceto, a few miles from Bologna, Modena and Ferrara Cento. Services offered:

- Advising pre-adoption
- Puppy Class or classes of socialization
- Basic Education or Advanced Education
- Activities at home (the provinces of Bologna, Modena Cento - Ferrara)
- Individual and group
- Consultancy to improve the relationship with your dog
- Games of mental activation
- Canine disciplines: starter; all huntering and exercises for mobility

Umberto Guerini - Educator canine professional
Technical educator III level Federcinofilia - ASI - CONI
Via Budrie, 109 Budrie - Bologna - Emilia Romagna
Tel: +338 4561778
info@passionfordogs.it www.passionfordogs.it

**Veterinary Clinic**

L'Ospedale degli Animali
Via Annibale Zucchini, 81/83, 44122 Ferrara FE
David F. Giraldi (english speaking)
Tel: +39 0532 773954
info@ospedaledeglianimali.it www.ospedaledeglianimali.it

Kennel

Il Giardino del Duca
Via dei Calzolai, 253, 44123 Ferrara
Tel: +3806577711 (some english spoken)
info@ilgiardinodelduca.com
www.ilgiardinodelduca.com/contatti/

Groomers

Trudy Di Marchetti Barbara & C. Snc
Via Bela Bartok, 24, 44124 Ferrara FE
Tel: +0532 92046 (some English Spoken)

Wash Dog lavaggio
Via Pioppa 5, 44123 Ferrara, Italy
Tel: +349 754 1089
Web: ferrara@washdog.it

Doggy Style di Massimo Alberani
Via Foro Boario, 2/c, 44122 Ferrara
Tel: +366 108 3290

POSTAL SERVICES

Canadian Services – Incoming

Mail services are available through a combination of civilian and military mail. Your Canadian address while posted here will be:

Your Name (or dependents)
RP Poggio Renatico IT
PO Box 5053, Stn Forces
Belleville, ON K8N 5W6

Parcels requiring a signature can also be mailed care of:

C/O CF Postal Unit
CFB TRENTON BLDG 348
15 Westwin Ave
Trenton, ON K0K 3W0

Mail arriving from Canada is normally couriered twice/week from Canada to Geilenkirchen, where it is sorted and forwarded on to our home addresses. Mail can take between two and four weeks to arrive.
Canadian Services - Outgoing

Canada Post “Ship-in-a-click”

Canada post has an on-line option for self-service within Canada called ship in a click. Go to www.canadapost.ca; select tools from the menu bar and then shipping. Then select ship in a click, select “in Canada” and follow the on line instructions. In order to use this option you must have a Canadian Credit Card, your addressee must be in Canada and the originating address is (you may have to adjust to fit it properly):

Your Name
(Poggio Renatico Ita)
PO Box 5053 Stn Forces
Belleville ON K8N 5W6

Once you have completed all the steps and printed your shipping form, a customs declaration must be filled out and signed (available from Deputy SNR). Attach both labels to your parcel ensuring you have not taped over the bar code. Once your parcels are ready then we can organize a parcel pick-up through Naples.

The weight, length, height and width for each parcel to be shipped must be provided. Pickups can be organized through the chain of command; there is normally a monthly run to Naples and a quarterly run to GK, although pickups can be arranged outside these times. Keep in mind that it must be advertised to the Canadian community at least one week prior to the pick-up date and the organizer must be willing to collect all parcels to be shipped and bring them to the pick-up location, and provide all necessary information to Naples.

Italian Services – Outgoing Letters

All tobacco shops sell stamps, its quick and convenient, bring your letter to be mailed to the tobacco shop; the attendant will weigh your letter and sell you a stamp. It’s your responsibility to mail the letter, the tobacco shops do not have postal boxes, but one can be easily located on the street. Note that there are often dual boxes similar to locations in Canada; one is for local mail, the other for non-local.

Italian Services – Outgoing Parcels

If you are mailing parcels through the Italian postal services, you must use your Italian Civilian address and complete an Italian Customs Declaration. Take a number as you walk in and wait for your number to be called; normally they have electronic signs which display the numbers above the counters. Posteitaliane is not the preferred method of shipping parcels since it costs up to four times as much.
Translated Italian Visitor Visa application (Source: Official Travel Canada)

<table>
<thead>
<tr>
<th>1. Cognome / Surname (Family name) (x)</th>
<th>2. Cognome alla nascita / Surname at birth (Former family name(s)) (x)</th>
</tr>
</thead>
<tbody>
<tr>
<td>3. Nome(l) / First name(s) (Given name(s)) (x)</td>
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<th>8. Sesso / Sex:</th>
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<tbody>
<tr>
<td>Maschile / Male</td>
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<tr>
<td>Femminile / Female</td>
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<thead>
<tr>
<th>9. Stato civile / Marital status</th>
<th>10. Per i minori: cognome, nome, indirizzo (se diverso da quello del richiedente) e cittadinanza del titolare delle potestà genitoriali/tutore legale / In the case of minors: Surname, first name, address (if different from applicant’s) and nationality of parental authority/legal guardian:</th>
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</thead>
<tbody>
<tr>
<td>Non coniugato/a / Single.</td>
<td></td>
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<tr>
<td>Separato/a / Separated</td>
<td></td>
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<tr>
<td>Vissuto/a / Widow(er)</td>
<td></td>
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<tr>
<td>Altro (precisa) / Other (please specify)</td>
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<tr>
<th>11. Numero d’identità nazionale, ovvero applicabile / National identity number, where applicable:</th>
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<tr>
<th>12. Tipo di documento / Type of travel document:</th>
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<tbody>
<tr>
<td>Passaporto ordinario / Ordinary passport</td>
</tr>
<tr>
<td>Passaporto di servizio / Service passport</td>
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<tr>
<td>Passaporto speciale / Special passport</td>
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<tr>
<th>17. Indirizzo del domicilio e indirizzo di posta elettronica del richiedente / Applicant’s home address and e-mail address:</th>
<th>Numero/i di telefono / Telephone number</th>
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<tr>
<th>18. Residenza in un paese diverso dal paese di cittadinanza attuale / Residence in a country other than the country of current nationality:</th>
</tr>
</thead>
<tbody>
<tr>
<td>No / No</td>
</tr>
<tr>
<td>Si / Yes</td>
</tr>
<tr>
<td>Titolo di soggiorno o equivalente / Resident permit or equivalent: a./</td>
</tr>
<tr>
<td>Valido fino a / Valid until (day/month/year)</td>
</tr>
<tr>
<td>19. Occupazione attuale / Current occupation:</td>
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</tbody>
</table>

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<thead>
<tr>
<th>20. Datore di lavoro, indirizzo e numero di telefono. Per gli studenti nome e indirizzo dell’istituto di insegnamento / Employer and employer’s address and telephone number. For students, name and address of educational establishment:</th>
<th></th>
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<tr>
<th>21. SCOPO DEL VIAGGIO / MAIN PURPOSE(S) OF THE JOURNEY:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Richiamo Familiare / Family reunion</td>
</tr>
<tr>
<td>Familiare al Seguito / Accompanying family member</td>
</tr>
<tr>
<td>Missione / Mission</td>
</tr>
<tr>
<td>Cure Mediche / Medical reasons</td>
</tr>
<tr>
<td>Adesione / Adoption</td>
</tr>
<tr>
<td>Lavoro subordinato / Contract employment</td>
</tr>
</tbody>
</table>

*(a) Alle caselle da 1 a 3 le informazioni vanno inserite come indicate nel documento di viaggio. Fields 1 - 3 shall be filled in accordance with the data in the travel document.
<table>
<thead>
<tr>
<th>22. Città di destinazione / City of destination</th>
<th>23. Eventuale Stato membro di primo ingresso / Member State of first entry</th>
</tr>
</thead>
</table>

| 24. Numero di ingressi richiesti / Number of entries required | 25. Durata del soggiorno. Indicare il numero dei giorni (max. 365 gg.) / Duration of the intended stay. Indicate number of days (max 365 days) |

- [ ] Uno / Single entry  
- [ ] Due / Two entries  
- [ ] Multipli / Multiple entries

<table>
<thead>
<tr>
<th>26. Visti Schengen rilasciati negli ultimi tre anni / Schengen visas issued during the past three years:</th>
</tr>
</thead>
</table>

- [ ] No / No
- [ ] Sì / Yes  
  Data di validità (Date of validity) dal / from _______ / _______ / _______ al / from _______ / _______ / _______ (day / month / year)

- [ ] No / No  
  Data, se nota / Date, if known: _______ / _______ / _______ (day / month / year)

<table>
<thead>
<tr>
<th>27. Impronte digitali rilevate in precedenza ai fini della presentazione di una domanda di visto Schengen / Fingerprints collected previously for the purpose of applying for a Schengen visa</th>
</tr>
</thead>
</table>

<table>
<thead>
<tr>
<th>28. Numero del Nullaosta rilasciato ai fini del Ricongiungimento Familiare / Familiar / Larlein coche, la vist is richiesta dalla normativa disciplinante il tipo di visto richiesta / Entry permit number for the final country of destination (Family reunion / Accompanying family member / Contract employment) where applicable</th>
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<tr>
<th>Rilasciato dal SUI di / Issued by: ____________________________</th>
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<tr>
<th>Valida dal / Valid from _______ / _______ / _______ (day / month / year) al / from _______ / _______ / _______ (day / month / year)</th>
</tr>
</thead>
</table>

<table>
<thead>
<tr>
<th>29. Data di arrivo prevista nell'area Schengen / Intended date of arrival in the Schengen area</th>
</tr>
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</table>

<table>
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<tr>
<th>_______ / _______ / _______ (day / month / year)</th>
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<tr>
<th>30. Data di partenza prevista dall'area Schengen / only for the visas between 91 and 364 days of stay</th>
</tr>
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<table>
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<tr>
<th>_______ / _______ / _______ (day / month / year)</th>
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<tr>
<th>31. Cognome e nome della persona che ha richiesto il ricongiungimento o del datore di lavoro. Altrimenti, nel caso di visto per Adozione, Motivi religiosi, Cure Mediche, Sport, Studio, Missioni: indirizzo di recapito in Italia / Surname and first name of the inviting person(s) in the Member State who required the reunion or employer. In case of Adoption, Religious purposes, Medical reasons, Sport, Study and Mission visa: address in Italy:</th>
</tr>
</thead>
</table>

<table>
<thead>
<tr>
<th>Indirizzo e indirizzo di posta elettronica della o delle persone che chiedono il ricongiungimento o del datore di lavoro / Address and e-mail address of inviting person(s) requiring reunion or employment</th>
</tr>
</thead>
</table>

<table>
<thead>
<tr>
<th>Telefono e fax della o delle persone che chiedono il ricongiungimento o del datore di lavoro / Telephone and fax of inviting person(s) requiring reunion or employment</th>
</tr>
</thead>
</table>

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<thead>
<tr>
<th>32. Nome e indirizzo dell'impresa / organization that invites / Name and address of inviting company / organization</th>
</tr>
</thead>
</table>

<table>
<thead>
<tr>
<th>Telefono e fax dell'impresa / organization / Telephone and fax of company / organization</th>
</tr>
</thead>
</table>

<table>
<thead>
<tr>
<th>Cognome, nome, indirizzo, telefono, fax e indirizzo di posta elettronica della persona di contatto presso l'impresa / organization / Surname, first name, address, telephone, fax and e-mail address of contact person in company / organization</th>
</tr>
</thead>
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<table>
<thead>
<tr>
<th>33. Le spese di viaggio e di soggiorno del richiedente sono a carico / Cost of travelling and living during the applicant's stay is covered</th>
</tr>
</thead>
</table>

- [ ] del richiedente / by the applicant himself / herself

<table>
<thead>
<tr>
<th>Mezzi di sussistenza / Means of support:</th>
</tr>
</thead>
</table>

- [ ] Contanti / Cash
- [ ] Traveller's cheque / Traveller's cheque
- [ ] Carta di credito / Credit card
- [ ] Alloggio prepagato / Prepaid accommodation
- [ ] Trasporto prepagato / Prepaid transport
- [ ] Altro (precisare) / Other (please specify): ____________________________

<table>
<thead>
<tr>
<th>34. INDICAZIONE NON NECESSARIA NEL CASO DI VISTO PER: Ricongiungimento Familiare, Familiar / Larlein coche, la vist is richiesta dalla normativa disciplinante il tipo di visto richiesta / Contract / Self-employment, Residence, Diplomatic, Aide au voyage</th>
</tr>
</thead>
</table>

<table>
<thead>
<tr>
<th>THIS FIELD HAS NOT TO BE COMPLETED IN CASE OF VISA FOR: Family reunion, Accompanying familiar member, Contract / Self-employment, Residence, Diplomatic, Aide au voyage</th>
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<table>
<thead>
<tr>
<th>35. Mezzi di sussistenza / Means of support:</th>
</tr>
</thead>
</table>

- [ ] Contanti / Cash
- [ ] Alloggio fornito / Accommodation provided
- [ ] Tutte le spese coperte durante il soggiorno / All expenses covered during stay
- [ ] Trasporto prepagato / Prepaid transport
- [ ] Altro (precisare) / Other (please specify): ____________________________
<table>
<thead>
<tr>
<th>Cognome / Surname</th>
<th>Nome(i) / First name(s)</th>
<th>Data di nascita / Date of birth</th>
<th>Cittadinanza / Nationality</th>
<th>Numero del documento di viaggio o della carta d'identità / Number of travel document or ID card</th>
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**36. Luogo e data / Place and date**

<table>
<thead>
<tr>
<th>Firma (per i minori, firma del titolare della potestà genitoriale/legale / Signature (for minors, signature of parental authority/legal guardian)</th>
</tr>
</thead>
</table>

Sono a conoscenza del fatto che il rifiuto del visto non dà luogo al rimborso dei diritti prestatli per la trattazione della pratica.

I am aware that the visa fee is not refunded if the visa is refused.

Sono informato/a del fatto e accetto che la raccolta dei dati richiesti in questo modulo, la mia fotografia e, se del caso, la rilevazione delle mie impronte digitali sono obbligatoria per l'esame della domanda di visto e che i miei dati anagrafici saranno utilizzati nel presente modulo di domanda di visto, così come le mie impronte digitali e la mia fotografia, saranno comunicati alle competenti autorità italiane e trattati dalle stesse ai fini dell'adattamento di una decisione in merito alla mia domanda.

Tali dati, così come i dati rilevati in occasione della cere di ingresso, saranno inseriti e conservati nel sistema informatico della Rappresentanza diplomatico consolare e del Ministero degli Affari Esteri. Tali dati saranno accessibili alle autorità nazionali competenti per i viaggi, inoltre, saranno accessibili alle autorità Schengen competenti ai fini dei controlli sui visti alle frontiere esterne, alle autorità degli Stati membri competenti in materia di immigrazione e di asilo e ai fini della verifica dell'adesione alle condizioni di ingresso, soggiorno e residenza regolari nel territorio degli Stati membri e dell'identificazione delle persone che non soddisfano, o non soddisfano più, queste condizioni, alle autorità degli Stati membri competenti ai fini dell'esame di una domanda di asilo. A determinate condizioni, i dati saranno anche accessibili alle autorità designate degli Stati membri e a Europol ai fini della prevenzione, dell'individuazione e dell'investigazione di reati di terrorismo e altri reati gravi.

Sono informato/a del mio diritto di ottenere la notifica dei dati relativi alla mia persona registrati nel sistema informatico e del diritto di chiedere che i dati inutili relativi alla mia persona vengano riformati e che quelli relativi alla mia persona trattati illecitamente vengano cancellati. Sono informato/a del mio diritto di esercitare tali diritti in merito alla mia domanda e, ai fini del controllo della potestà genitoriale / legale a meno che non siano necessari e appropriati, in merito a un possibile procedimento amministrativo o giudiziario, in merito a una successiva manifestazione di un reato che necessiti di misure cautelari.

La nera concessione del visto non dà diritto ad alcun tipo di risarcimento qualora io non soddisfi le condizioni previste dall'articolo 5, paragrafo 1 del Regolamento (UE) n. 562/2006 (Codice Frontiere Schengen) e dall'articolo 4 del D.Lgs. 286/98 e per tali motivi non venga rifiutato l'ingresso.

I am aware of and consent to the following: the collection of the data required by this application form and the taking of my photograph and, if applicable, the taking of fingerprints, are mandatory for the examination of the visa application, and any personal data concerning me which appear on the visa application form, as well as my fingerprints and my photograph will be supplied to the relevant authorities of the Member States and processed by those authorities, for the purpose of a decision on my visa application.

Such data as well as data concerning the decision taken on my application or a decision whether to annul, revoke or extend a visa issued will be entered into, and stored in the Visa Information System (VIS) of the Diplomatic Consular Representative Office and Ministry of Foreign Affairs; such data will be accessible to the visa authorities and the authorities competent for carrying out checks on visas at external borders and within the Member States, immigration and asylum authorities in the Member States (for the purposes of verifying whether the conditions for the legal entry into, stay and residence on the territory of the Member States are fulfilled, of identifying persons who do not or who no longer fulfil these conditions) and to the authority of the Member State competent for the examination of asylum applications. Under certain conditions the data will be also available to designated authorities of the Member States and to Europol for the purpose of the prevention, detection and investigation of terrorist offences and other serious criminal offences.

I am aware that I have the right to obtain in any of the Member States notification of the data relating to me recorded in the VIS and of the Member State which transmitted the data, and to request that data relating to me which are inaccurate be corrected and that data related to unlawfully be deleted. At my express request, the authority examining my application will inform me of the manner in which I may exercise my right to check the personal data concerning me and have them corrected or deleted, including the related remedies according to the national law of the State concerned.

The national supervisory authority of that Member State is the "Garante per la Protezione dei Dati Personali".

I declare that to the best of my knowledge all particulars supplied by me are correct and complete. I am aware that any false statements will lead to my application being rejected or to the annulment of a visa already granted and may also render me liable to prosecution under the law of the Member State which deals with the application (art. 331 i.c.p.). The mere fact that a visa has been granted to me does not mean that I will be entitled to compensation if I fail to comply with the relevant provisions of Article 5 (1) of Regulation (EC) No 562/2006 (Schengen Borders Code) and art. 4 of D. Lgs. 286/98 and I am therefore refused entry.