MFS(E) Naples
HHT Package Italy

Helpful tips for before and shortly after your arrival
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Welcome to Italy! This package is written with the intent of providing you with some handy information that you may use during your House Hunting Trip (HHT), while preparing to move, or shortly after you arrive. Basically, it contains any information that one wished to have known sooner or found helpful to know when one first moved.

If you have any additional questions, remember you can always contact the MFS(E) Naples!

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<table>
<thead>
<tr>
<th>Canadian Forces in Europe</th>
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<tr>
<td><a href="http://www.europe.forces.gc.ca">www.europe.forces.gc.ca</a></td>
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<tr>
<th>Canadian Community in Europe Support Services Guide</th>
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<tr>
<th>Canadian Forces Morale &amp; Welfare Services in Europe</th>
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<td><a href="http://www.cafconnection.ca/Europe/Home.aspx">www.cafconnection.ca/Europe/Home.aspx</a></td>
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Making a Phone Call

If you are not used to calling internationally or how European numbers are formatted, making a phone call may take some getting used to it. Below is an explanation of the parts in a European number, examples of how phone numbers may be written, and a guide to remember how to dial them.

<table>
<thead>
<tr>
<th>Exit code</th>
<th>Country code</th>
<th>Variable</th>
<th>Area Code</th>
<th>Phone Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>This is dialed when calling internationally. You may also see phone numbers use + to signify the exit code.</td>
<td>If you are calling from the same country, you do not need to include the country code.</td>
<td>You only include the 0 when dialing if you are calling within the same country.</td>
<td>The area code may be 2 to 4 digits long.</td>
<td>Unlike in Canada, European phone numbers do not have a standard length, so the length of the number can vary. Typically older numbers tend to be shorter.</td>
</tr>
<tr>
<td>00</td>
<td>39</td>
<td>(0)</td>
<td>123</td>
<td>456 7890</td>
</tr>
</tbody>
</table>

Examples of how the above number can be written:

- +39 (0) 123 456 7890
- (+39) 123 456 7890
- 123 456 7890

Calling from Italy

When calling an Italian number:
- do not dial the country code (0039)
- use the variable number (0)

For example, if the number is 0039 (0) 123 4567, dial 0123 4567

When calling a Canadian number
- dial the county code (001)
- dial the area code

For example, if the number is (123) 456 7890, dial 001 123 456 7890
Looking for a House

During your HHT your sponsor will accompany you with the real estate agent as he/she takes you around to show you which houses will be available for Canadians to occupy. When choosing a home, you may notice some differences compared to houses and apartments in Canada. Below are some differences to be aware of.

- Ovens are typically smaller in Europe so many of your pans from Canada may not fit. When you choose a house, you can measure your oven so that you know which pans to bring with you. Take a measuring tape with you!

- Carpet is fairly uncommon, with most floors being marble or tile. If you prefer the feel of carpet, buy a rug in Canada to bring with you. Rugs can be very expensive here, but still fun to go out and purchase one here in Italy.

- Most walls are cinderblock with a thin layer of plaster over top. For this reason you cannot use regular nails to hang pictures like you would in Canada. Many families prefer to use products such as Command Strips by 3M, which are typically cheaper in Canada, so bring some with you. Local hardware stores also sell products similar to command strips, as well as special hooks with three very short nails in them. See photo.

- Walls cannot be washed as the paint will rub off, so make sure you have a good relationship with your landlord to understand the possible need for the landlord to paint over any stains.

- Window screens are not as popular as in Canada, so if your house does not have screens ask your potential landlord if it’s possible for them to install them.
• Stairs here are often made of stone or marble, so they have sharp edges and are easy to slip on. If you have children you may want to talk to your landlord about installing grip strips.

• If you are not comfortable having a landlord that does not speak English, make sure to ask the current tenants about the landlord’s language skills. Some are fluent whereas others may not speak a word, which can make it difficult when trying to contact them with a question or problem.

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

• Ask the current tenants about their internet connection, not all areas have fiber optic internet and some families report having very slow or intermittent internet.
Due to the thick walls made of concrete/brick, you may not be able to get a Wi-Fi signal throughout your entire house. Look for a Wi-Fi extender in an electronics store (Eurontronics for example) to extend your range and get rid of dead zones.

**Shopping**

Moving to Italy means you may encounter some challenges when furnishing your rental if you don’t know what stores to go to. Below are some suggestions to check out if you have time on your HHT or online. Certain furniture and appliances are eligible for reimbursement. Contact the Canadian Forces Support Unit Europe (CFSU(E)) **before** making any purchases to find out what is covered, how much you can be reimbursed, and how to apply for reimbursement.

**Appliances**

Your landlord should be providing appliances. Typically, the washer, dryer, dishwasher and refrigerator are already supplied. Some families find their European fridge too small and prefer to buy a second one. Below are examples of stores where you can buy appliances.

- NEX, US Support Site, Gricignano de Aversa, NEX Sigonella, PX Vicenza
- Ikea Naples, Afragola, Italy, Ikea Bologna, Ikea Catania
- International Store, JFC location, Naples
- Leroy Merlin [www.leroymerlin.it](http://www.leroymerlin.it)
- Bricoman [www.bricoman.it](http://www.bricoman.it)

**Furniture**

Italian houses do not have closets like Canadian houses do. For this reason, families will often buy wardrobes to use throughout their house. Bathrooms sometimes do not include cabinets, so you will need to purchase bathroom
furniture. Sometimes you will be able to purchase these items from the person leaving the house, otherwise, below are some suggestions for where to find furniture.

- Ikea [www.ikea.it](http://www.ikea.it)
- Mondo Convenienza [www.mondoconv.it](http://www.mondoconv.it)
- Second hand items can be purchased at a Mercantino

**Electricity**

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

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

**Dual Voltage**

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

Single Voltage

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

Transformers

Not all transformers are created equal, so you will need to make sure you are using the correct amount of power to handle what you are plugging into it. Transformers are created with different wattage amounts, how much wattage the transformer has determines what can be plugged into it. Before buying a transformer, make sure to check the table below so that you buy the right power level for your needs.

<table>
<thead>
<tr>
<th>Wattage</th>
<th>Usage Examples</th>
</tr>
</thead>
<tbody>
<tr>
<td>100W</td>
<td>Not recommended</td>
</tr>
<tr>
<td>300W</td>
<td>Fridge, freezer (one at a time)</td>
</tr>
<tr>
<td>1000W</td>
<td>Computer, coffee maker (two or more items)</td>
</tr>
<tr>
<td>2000W</td>
<td>Microwave, computer, water kettle (two or more items)</td>
</tr>
</tbody>
</table>

The total wattage of what you are plugging into the transformer must be less than the wattage of the transformer itself. To find out the wattage of an electronic, you can multiply the voltage of the item by the number of amperes (amps). For example, if the information on an item says 110V 60Hz 1A, you would multiply 110 (voltage) by 1 (amps) to get 110 watts.
Transformers that do not have an ON/OFF switch, or have a switch and are turned on, will consume energy while plugged in even if you do not have an appliance plugged into them. Therefore you should always keep your transformers off or unplugged when not in use. If the transformers stops working, it likely require a new fuse.

Transformers can be purchased at the NEX, US Navy Support Site in Gricigano de Aversa for personnel posted to Naples, NEX, Naval Air Station (NAS2) in Sigonella for personnel posted to Sigonella and the PX at the US Army Garrison in Vicenza for personnel posted to Poggio Renatico. Another option is to purchase second hand units from families moving back to Canada or the United States.

**Employment**

Dependents of military members and sponsored Canadians posted in Italy have limited employment opportunities. Please refer to the employment websites below for current job posters. Be sure to check the requirements of the potential position carefully as there may be restrictions based on citizenship or country of residence. For example, if you are not a Canadian citizen, you may not be able to apply for positions that are only open to Canadian dependents.

**Employment Websites**

- MFS(E) [www.cafconnection.ca/Europe/Programs-Services/Employment/Civilian-Employment-Opportunities.aspx](http://www.cafconnection.ca/Europe/Programs-Services/Employment/Civilian-Employment-Opportunities.aspx)

For more information regarding employment and/or education, either in Europe or for your return to Canada, you can contact our Employment, Education, and Training Coordinator.

**Important:** Some jobs may require a Canadian Criminal Record Check and/or Vulnerable Sector Check. Unfortunately it is no longer possible to have this done once in Europe, so remember to have this done at home before you move. It is also important to remember that if you need a Criminal Record Check upon your return to Canada, you will need to have this done on the economy in Europe.
Bringing Your Pet to Italy

The first step for bringing your pet to Italy is to visit the Canadian Food Inspection Agency website to find out what the current regulations are for moving a pet from Canada to Italy. Below are the most commonly used links when preparing to export your pet.

<table>
<thead>
<tr>
<th>Exporting terrestrial animals</th>
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<table>
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<tr>
<th>Non-commercial Export of Dogs, Cats and Ferrets to the European Union</th>
</tr>
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<tr>
<th>Animal Health Offices</th>
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<tbody>
<tr>
<td><a href="http://www.inspection.gc.ca/animals/terrestrial-animals/offices/eng/1300462382369/1300462438912">http://www.inspection.gc.ca/animals/terrestrial-animals/offices/eng/1300462382369/1300462438912</a></td>
</tr>
</tbody>
</table>

Read the above links carefully to make sure you fully understand what you are required to do. Also make sure to do this in advance, as some vet appointments may be time sensitive. If your local vet is not experienced with exporting pets, contact the Animal Health Office and the CFIA Veterinarian to ask any questions you have.

It is very important that you make sure all of your paperwork is filled out properly and that each step is completed according to any required timelines. If there are any mistakes, your pet may be required to stay in quarantine upon arrival in the EU or may not be allowed to enter at all.
Tips for travelling with pets

- There are three ways you can fly your pet to Italy: in the cabin, in the baggage compartment, or as cargo. If your pet flies cargo, this means that they are travelling alone.

- Each airline has their own regulations when it comes to travelling with pets. Pet carrier/kennel requirements also vary depending on how your pet will be travelling (cabin, baggage, or cargo) so make sure you check these when deciding how you will be transporting your pet. If you are bringing your pet in the cabin with you, there is also a weight limit for the carrier with the pet inside.

- If your pet is travelling with you (cabin or baggage) you will need to contact your airline after purchasing your ticket in order to add them to your reservation. You will want to do this as soon as possible as airlines often have limits for how many animals are allowed on the plane at a time. For example, some airlines only allow two animals in the cabin per flight.

- If your pet is a nervous traveler, talk to your vet about what you can do about their anxiety. It’s not advised for pets to be sedated while flying due to health risks; however your vet may recommend an alternative solution.

- Before your flight, buy some baby wipes and puppy or incontinence pads. Place the pads in the bottom of your pet’s carrier to absorb urine and make it fast and easy to clean up any accidents that may have happened during the flight.

- Bring all of your relevant paperwork for your pet(s) with you in your carry-on, and attach a photocopy to your pet’s carrier/kennel.
• If your pet will be travelling in a kennel that requires tools to disassemble, take these tools with you in case they are needed to get the kennel in a rental vehicle or hotel room.

**In the Cabin**

• When you take your pet in the cabin, remember that your pet now counts as your carry-on. This means that if your airline only allows one carry-on bag and one personal item, you will only be able to bring a personal item in addition to your pet.

• Be prepared to bring your pet through security with you. When you do this, you’ll be asked to remove your pet from the carrier so that the carrier can be scanned in the x-ray machine, and you will walk through the body scanner while carrying your pet. Make sure your pet is wearing a collar or harness while you do this so you don’t have to worry about them wiggling out of your arms.

• Collapsible camping bowls and a baggy of food are handy to bring with you in your carry on so that you can quickly give your pet some water and a snack after your arrival. You can also see if the airport has a large private Family or Handicap bathroom where you let your pet stretch their legs while you give them a snack and clean up any accidents.
**In the Baggage Compartment**

- Buy a water dish that attaches to the kennel and freeze water in it so that your pet has constant access to water. You can also attach a single serving of kibble with your pet’s name and any feeding instructions to the kennel.

- Since your pet will be travelling as baggage, you will pick them up in the regular baggage claim area at your destination.

- Some airlines will not transport animals in the baggage compartment during certain months due to the compartment being too cold or too hot, during these times pets can still be transported in the cabin or as cargo. If your pet is a snub-nosed breed (ex. boxers, Persian cats) the airline may not allow the pet to travel in the baggage compartment due to breathing problems with these breeds.

**Cargo**

- If you will not be travelling with your pet or your pet is not allowed to travel in the cabin or as baggage, your pet will need to travel as cargo or freight. If they are flying cargo due to their size, you can still arrange for them to take the same flight as you, however they will not be part of your reservation and you will still need to follow all the same steps for cargo.

- When you pick up your pet, you will go to the cargo area which is typically outside of the airport complex. Make sure you verify in advance where you will need to go.
• If your pet arrives on a weekend or outside of normal working hours, your pet could be held in the cargo area until they are cleared by a vet and brokered into the country. If this happens, you could be charged a boarding fee for your pets.

• Buy a water dish that attaches to the kennel and freeze water in it so that your pet has constant access to water. You can also attach a single serving of kibble with your pet’s name and any feeding instructions to the kennel.

Registering your Pet

Once you arrive, you should register your pet with a pet finding service so that if they get lost a vet can scan your pet’s microchip and be able to contact you. Below is a link for a pet finding services that is available.

English Information about Registering Pets in Europe

https://www.europetnet.org/