MFS(E) Niederheid
HHT Package

Helpful tips for before and shortly after your arrival
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Welcome

Welcome to Europe! This package is written with the intent of providing you with some handy information that you may use during your HHT, while preparing to move, or shortly after you arrive. Basically, it contains any information that we wish we had known sooner or found helpful to know when we first moved.

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

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mfse-sk@forces.gc.ca
www.cafconnection.ca

<table>
<thead>
<tr>
<th>Canadian Forces in Europe</th>
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<tbody>
<tr>
<td><a href="http://www.europe.forces.gc.ca">www.europe.forces.gc.ca</a></td>
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<table>
<thead>
<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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<tbody>
<tr>
<td><a href="http://www.cafconnection.ca/Europe/Home.aspx">www.cafconnection.ca/Europe/Home.aspx</a></td>
</tr>
</tbody>
</table>
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. 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 dialled 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 dialling 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>49</td>
<td>(0)</td>
<td>2454</td>
<td>123456</td>
</tr>
</tbody>
</table>

Examples of how the above number can be written:
- +49 (0) 2454 123 456
- (+49) 02454 – 123 456
- 02454 123456

<table>
<thead>
<tr>
<th>Calling from Germany</th>
<th>Calling from the Netherlands</th>
</tr>
</thead>
</table>
| When calling a German number:  
- do not dial the country code (0049)  
- use the variable number (0)  
For example, if the number is 0049 (0) 123 4567, dial 0123 4567 | When calling a Dutch number  
- do not dial the country code (0031)  
- use the variable number (0).  
For example, if the number is 0031 (0) 123 4567, dial 0123 4567 |
| When calling a Dutch number  
- dial the country code (0031)  
- do not use variable number (0)  
For example, if the number is 0031 (0) 123 4567, dial 0031 123 4567 | When calling a German number  
- dial the country code (0049)  
- do not use variable number (0)  
For example, if the number is 0049 (0) 123 4567, dial 0049 123 4567 |
| When calling a Canadian number  
- dial the county code (001)  
- dial the area code  
For example, if the number is (902) 123 4567, dial 001 902 123 4567 | When calling a Canadian number  
- dial the county code (001)  
- dial the area code  
For example, if the number is (902) 123 4567, dial 001 902 123 4567 |
Looking for a House

During your HHT your sponsor will take you around to show you which houses will be available for Canadians to move in to. 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 tile or laminate. If you prefer the feel of carpet, buy a rug in Canada to bring with you, as rugs can be very expensive here.

- 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.

- Walls cannot be washed as the paint will rub off, so make sure your landlord leaves some extra paint in the house so that you can 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 *stufenmatten* (DE)/*halve maantjes* (NL), which are strips of carpet attached to each stair tread to prevent slipping.

![Stair Treads](image)

• 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 to bring your lamps with you, all they need is an adapter and European bulbs and they can be used in your new home.

• Ask the current tenants about their internet connection, not all areas have fibre optic internet and some families report having very slow or intermittent internet.

• Due to the thick walls, you may not be able to get a Wi-Fi signal throughout your entire house. Look for a Wi-Fi extender on Amazon.de or in an electronics store to extend your range and get rid of dead zones.
Shopping

Moving to Europe means you may encounter some challenges when furnishing your rental if you don’t know what stores to go to. Depending on who you plan on buying from you may want to arrange your purchases during your HHT. Certain furniture and appliances are eligible for reimbursement from MFSI, so remember to contact the Orderly Room before making any purchases to find out what is covered, how much you can be reimbursed, and how to apply for reimbursement.

Appliances

Often new families will need to buy some appliances for their home. Washers and dryers are typically not included in a rental, and 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.

- Media Markt [www.mediamarkt.com](http://www.mediamarkt.com)
- Saturn [www.saturn.de](http://www.saturn.de)
- Ikea [www.ikea.nl](http://www.ikea.nl) / [www.ikea.de](http://www.ikea.de)
- Makro [www.makro.nl](http://www.makro.nl) (This store requires a membership, however if you show your NATO ID at the Nuth location they will give you a temporary day pass)
- Praxis [www.praxis.nl](http://www.praxis.nl)
- Gamma [www.gamma.nl](http://www.gamma.nl)
- Roller [www.roller.de](http://www.roller.de)

Furniture

Dutch and German houses often do not have closets like Canadian houses do. For this reason, families will often buy wardrobes (DE: schrank, NL: kledingkast) to use throughout their house. Bathrooms also often 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.

- Porta [www.porta.de](http://www.porta.de)
- Ikea [www.ikea.nl](http://www.ikea.nl) / [www.ikea.de](http://www.ikea.de)
- Dänisches Bettenlager/JYSK [www.daenischesbettenlager.de](http://www.daenischesbettenlager.de) / [www.jysk.nl](http://www.jysk.nl)
- Leen Bakker [www.leenbakker.nl](http://www.leenbakker.nl)
- Kwantum [www.kwantum.nl](http://www.kwantum.nl)
- Praxis [www.praxis.nl](http://www.praxis.nl)
- Wohnwelt Pallen [www.xxlshop.de](http://www.xxlshop.de)
- Roller [www.roller.de](http://www.roller.de)
- A list of second hand stores can be found online at: [http://www.europe.forces.gc.ca/Resources/Ger-all_/doc/Second%20Hand%20Page_e.pdf](http://www.europe.forces.gc.ca/Resources/Ger-all_/doc/Second%20Hand%20Page_e.pdf)
NATEX Used Appliance Program

Families who are moving to Germany are also able to take advantage of the NATEX Used Appliance Program. This program offers families the opportunity to purchase used appliances that had previously been provided by the military. If you are taking over a house that was previously occupied by a Canadian family, you can use this program to purchase the appliances that are already in the house. Depending on what is in the house, the package price will vary. If you are moving into a new house, you can also purchase a package that includes a fridge, washer, dryer, and transformers.

There are limited opportunities for families in the Netherlands to participate in this program so they should contact the appliance program directly during their HHT to find out if it is available to them.

For more information about this program, please contact NATEX directly at appliances@natex.de.

VAT Free Shopping

As Canadian military or sponsored Canadian posted in Europe, you are entitled to VAT (Value Added Tax) free shopping. Unlike in Canada, the tax for a product is included in the sticker price, so you know what your total will be. Currently the VAT rate in Germany is 19% and the Netherlands is 21%, so purchasing big ticket items with the VAT taken off can give you significant savings.

In order to get VAT free purchases, you will need to purchase a VAT form and then have the store you are purchasing from fill it out. After it is completed you will need to bring it back to the office you purchased the form from. Depending on the store you are making the purchase at or the country you live in, you may either receive the discount immediately upon purchase or be reimbursed at a later date by the store. During your HHT, ask your sponsor about where to obtain a VAT form and how you can use it to make tax-free purchases so that you will be prepared for any large purchases when you arrive.
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 Germany and the Netherlands 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 light bulbs with European lightbulbs.
Single Voltage

If your electronic only says 110V 60Hz, then it is not compatible with European electricity. In order to use it while in Germany or the Netherlands, 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 multiple 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. Transformers that stop working may simply require a new fuse.

Transformers can be bought from American bases such as Ramstein (Germany) or Schinnen (Netherlands), or second hand from families moving back to Canada/United States.
Polarity Tester

In Germany and the Netherlands, polarity does not matter, so there is no ‘up’ or ‘down’ when plugging something into an outlet. In Canada, polarity does matter, which is why some products have one prong wider than the other. When using a transformer, you will need to check the polarity to make sure it is correct and does not damage your product. This is done by plugging in your transformer, then plugging a polarity tester into the North American style outlet. If a red light comes on, that means the polarity is reversed. To fix this, you will need to rotate the transformer’s European plug upside down and plug it back into the wall.

Polarity testers can be borrowed from the MFS(E) Centre with a deposit of €20.

Employment

Dependents of military members and sponsored Canadians posted in Germany and the Netherlands have limited employment opportunities. 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.

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.

For employment opportunities with MFS(E), NATEX, NATO, and RCPO please visit: https://www.cafconnection.ca/Europe/Programs-Services/Employment.aspx

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

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 Caroline Couture at Couture.Caroline@cfmws.com.
Bringing Your Pet to Europe

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

<table>
<thead>
<tr>
<th>Exporting terrestrial animals</th>
</tr>
</thead>
<tbody>
<tr>
<td><a href="http://www.inspection.gc.ca/animals/terrestrial-animals/exports/eng/1300388920375/1300388985791">http://www.inspection.gc.ca/animals/terrestrial-animals/exports/eng/1300388920375/1300388985791</a></td>
</tr>
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<table>
<thead>
<tr>
<th>Non-commercial Export of Dogs, Cats and Ferrets to the European Union</th>
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</thead>
<tbody>
<tr>
<td><a href="http://www.inspection.gc.ca/animals/terrestrial-animals/exports/live-animals/health-certificates/pets/eu-non-commercial-/eng/1321396665054/1321464473817">http://www.inspection.gc.ca/animals/terrestrial-animals/exports/live-animals/health-certificates/pets/eu-non-commercial-/eng/1321396665054/1321464473817</a></td>
</tr>
</tbody>
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<table>
<thead>
<tr>
<th>Animal Health Offices</th>
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</thead>
<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. After you have completed any necessary procedures/vaccinations and your local vet has filled out the Veterinary Certificate, you will need to bring all your paperwork to a Canada Food Inspection Agency Veterinarian who will endorse your Veterinary Certificate. To book an appointment with a CFIA Veterinarian, you will need to contact your local Animal Health Office. 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.

Remember: when bringing your pet to the EU, your Veterinarian Certificate must be in English and the official language of the first EU country you arrive in. For example, if you are moving to Germany and fly Toronto-Paris-Dusseldorf, you will need the English/French certificate because France will be the first EU country you enter. You should also avoid any connections through the UK due to additional requirements.
Tips for travelling with pets

- There are three ways you can fly your pet to Europe: 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 traveller, 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 anxiety medication or a hormone collar to give your pet.

- 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 pets 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 your 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 are links for different pet finding services that are available.

**English Information about Registering Pets in Europe**
- [https://www.europetnet.org/](https://www.europetnet.org/)
- [https://www.tasso.net/](https://www.tasso.net/)
- [http://ndg.nl/](http://ndg.nl/)
- [https://www.petbase.eu/](https://www.petbase.eu/)
- [https://www.stichtingchip.nl/](https://www.stichtingchip.nl/)