COLOGNE HANDBOOK

Military Family Services (Europe)
www.cafconnection.ca/Europe
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GREETINGS FROM
YOUR MFS(E) TEAM

Your Military Family Services Europe / MFS(E) team wishes to congratulate you and your family on your OUTCAN posting. We would like to be the first to welcome you all to Europe! Your MFS(E) team supports families in over xx countries around Europe, and the Germany/Netherlands team supports more than 185 families posted to thirteen locations in Germany and The Netherlands.

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

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

This Handbook is a living and dynamic document. Once you are settled, we would welcome your input to keep it relevant and current. We would like to extend our sincerest THANK YOU to local families for sharing their experiences and suggestions as to how to make the guide as complete as possible.

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

MFS(E) SERVICES

MFS(E) is here to support your transition from one community to another. Some MFS(E) programs include, but are not limited to:

- Social Worker support
- Host Language training
- Children’s craft mailings
- Virtual workshops via our easy-to-use WebEx platform, including virtual coffee breaks, virtual travel forums and health and wellness subjects
- Youth Employment Preparation (YEP) Program
- Family Separation & Reunion support
- Online Home Alone course
- Emergency and Respite Child Care support
- Friends on a Journey
There are also numerous other supports offered by Personnel Support Programs (PSP) and Canadian Forces Morale and Welfare Services (CFMWS). Take time to look through the CAF Connection website (www.cafconnection.ca) to find all that’s available.

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

Once you have arrived and settled at your new location, MFS(E) will provide you with a welcome package containing information specific to your location and to your unique family dynamic. Your package will be delivered by mail once you have secured living accommodations. Please let us know when you are settled and ready to receive mail. Also, please make sure you keep us informed of your contact information, an updated telephone number and e-mail address is greatly appreciated.

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

You can meet the Germany/Netherlands team at this link –


We look forward to hearing about your adventures and new experiences soon. Help us serve you better, don’t be a stranger!

Best Regards,

**Your MFS(E) Germany/Netherlands Team**

Quimperléstrasse 100, Bldg B-11
52511 Geilenkirchen, Germany

Centre Hours: Monday to Friday 9:00am – 4:00pm
Tel: +49 (0) 2451 717 500
EUROPEAN ADVISORY COMMITTEE

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

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

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

The MFS(E) AC meets on site at the Canadian Forces Support Unit (Europe) in Geilenkirchen once a year, usually in the winter. All other meetings, usually held every second month, are conducted on-line. No special computer equipment or program required but reliable internet is required. If you have any questions or would like to discuss this opportunity further, please see the website - https://www.cafconnection.ca/Europe/Get-Involved/Volunteer-Opportunities/European-Advisory-Committee.aspx.

USING THIS GUIDE

Moving around in the guide:
- To go to a Table of Contents entry or a website link, simply click on it
- To search for a specific word, use the Find tool by pressing "Ctrl" then F

Several of the websites referenced in this guide will be in a language other than English. There are a couple of options to obtain the information in English:
- You can enter the address of the website directly into https://translate.google.com/ and it will translate the entire website
- If you have Google Chrome, you can right click anywhere on the page and it will bring up a dialog box which often has a "Translate to English" option. Due to website formatting, this option may not be available for all pages or for all text on the page.
- Some sites have the option to change the language. These sites will have either a drop-down menu listing multiple languages or flags symbolizing the language. Simply click on the language or flag (typically a British or American flag) to see a translated version of the website. Often this option can be found in the top right corner.
This guide is an ongoing work in progress, and we need your help:

- Please let us know of any errors or omissions and we will update them in the next edition.
- If there is a topic you’d like added to the next edition, do not hesitate to let us know.

You can contact us at:
+49 (0) 2451 717 500
MFSE.SK@forces.gc.ca

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

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

**MFS(E) Website**
- https://www.cafconnection.ca/Europe/Home.aspx

**MFS(E) Facebook Page**
- https://www.facebook.com/MFSEurope/

**MFS(E) YouTube Channel**
- https://www.youtube.com/channel/UCbQXCBqcVYvLZhDj0a37h8Q

**CAF Connection Website**
- https://www.cafconnection.ca/National/Home.aspx

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

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

Commented [PH1]: For translation – taken off CAF Connection site

Commented [PH2]: For translation – taken off CAF Connection site
OVERVIEW OF COLOGNE

QUICK FACTS ABOUT COLOGNE

- a 2,000-year-old city spanning the Rhine River in western Germany, founded in 38 BC.
- more than 1.000.000 inhabitants (greater area <3.500.000 inhabitants) which are nicknamed Kölsche
- 42 museums and 120 galleries with the widest variety of collections from all eras
- Located in North Rhineland-Westphalia (commonly shortened to NRW) is the most populous state of Germany, with a population of approximately 18 million, and the fourth largest by area. Its capital is Düsseldorf, the most populous city is Cologne. Four of Germany’s ten largest cities—Cologne, Düsseldorf, Dortmund, and Essen are located within the state, as well as the largest metropolitan area on the European continent, Rhine-Ruhr. 30 of the 80 largest cities in Germany are located within NRW.
- Weather can be as low as -1 in the winter, to a high of mid to late 30’s in the summer.
- It is your responsibility to maintain the sidewalk and walkways in front of your residence. Snow removal, salting or sanding, weed maintenance are your responsibility. You can be sued if someone is injured in front of your home.
- You CAN NOT wash your car in your driveway in the Cologne area. It is a 2500€ fine. Carwash stations are very accessible throughout the area.
- Once or twice a year, you will be visited by your local Chimney Sweep “Schornsteifeger”. He will want to check your home’s heating system and chimney. They just drop by at any time, and will leave a note on your door if you are not home for another appointment.
- The following websites may help you with German translations
- Some helpful websites where information from this document have been gathered

MAPS
PUBLIC HOLIDAYS

German Holidays

Germany observes 8 federal holidays and each state observes several state holidays.

<table>
<thead>
<tr>
<th>Federal Holidays</th>
<th>Date</th>
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<tr>
<td>New Year’s Day</td>
<td>January 1</td>
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<tr>
<td>Good Friday</td>
<td>Friday before Easter Sunday</td>
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<tr>
<td>Easter Monday</td>
<td>Monday after Easter Sunday</td>
</tr>
<tr>
<td>Labour Day</td>
<td>May 1</td>
</tr>
<tr>
<td>German Unity Day</td>
<td>October 3</td>
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<tr>
<td>All Saints’ Day</td>
<td>November 1</td>
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<tr>
<td>Christmas Day</td>
<td>December 25</td>
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<tr>
<td>2nd Day of Christmas/St. Stephen’s Day</td>
<td>December 26</td>
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<th>State Holidays in XX</th>
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BEFORE YOU COME

Things to Consider/Bring

- Immunization Records (for school registration – don’t pack in the sea shipment!)
- Long form birth certificates and your marriage certificate (this may be required for entry to DoDEA school – to prove dependents are “yours”, a Canadian posting message may not be enough. Also, don’t pack in the sea shipment!)
- If your children will be participating in sports on a US Garrison or in a DoDEA school, they will require a sports physical. It can be challenging to get this done on arrival, so if possible, have their Canadian doctor complete the form before leaving. This will cost, but it may be claimable through Sun Life. Get the form from the school on your HHT.
- If your teens participate in the Youth Employment Preparation (YEP) Program, they will require a Social Insurance Number (SIN). Get this well before leaving Canada.
- If you plan on working in a field that may require a Police Check, get one done before leaving Canada.

You and your family are all ambassadors for Canada while you are here. You will likely get invited to a neighbour’s home or participate in hosting an international night or Canadian social for your military community or spouse’s community or your children will have an international day at their school where they will showcase Canada. If you can stock up on Canadian goodies, they will be a big hit. Everything from the items the local dollar store has for Canada Day celebrations in July to decorations to gifts that symbolize Canada (maple syrup, Aboriginal/Inuit crafts, books, flags, maple leaves, Canada clothing, children’s stuffed animals of beavers or RCMP…. get creative!).

Some people really miss their Kraft Peanut Butter, Tim Horton’s coffee, Kraft Dinner, Coffee Crisps, real maple syrup or ketchup chips and prefer to bring a bit of a stockpile of comfort food as these items are not available in Europe or you will pay a high premium to be able to get them. Some common cooking ingredients can also be hard to track down so you can either bring graham wafer crumbs or improvise by crushing up digestives. The choice is yours and it is part of the experience. Just as you can’t get some of that comfort food you have been used to, you will get to experience all kinds of new and interesting tasty treats while in Europe.
EMERGENCY INFORMATION

PUBLIC SAFETY AND SECURITY

EMERGENCY CONTACTS

Polizei (Emergency) .................................................. 110
Ambulance/Fire (Emergency) ................................. 112
CFSU(E) Duty Officer ........................................... +49 (0) 1725 345 900
CFSU(E) Chaplain .................................................. +32 (0) 65 44 6179
Embassy of Canada (Berlin) ................................. +49 (0) 30 2031 2470
Consulate of Canada ..............................................
GETTING SETTLED

MAKING PHONE CALLS

Calling Within Germany

There is no standard way to write a German phone number, which will lead to confusion. This is the same number, written different ways –

- +49 - 89 - 343 80 - 14
- +49 (89) 343 80 - 14
- 0049 (0) 89 343 80 - 14
- (089) 343 80 – 14
- 089 / 343 80 – 14
- 089 343 80 14

The “+49” at the start is the exit code and German country code. The “89” is the area code and the “3438014” is the phone number. There is no standard length for area codes (2-5 digits) or phone numbers (5-12 digits).

The area code for Stuttgart is 711, but cell phone providers use many different area codes, and even phones from the same cell phone provider will use different area codes in the same region.

So... when dialing from a German number to a German number, you do not need the “+49”.

If you’re dialing within the same area code, you do not need to enter the area code. But it’s a good idea to use it just in case!

What about the extra (0)?

The “0” is a “Trunk Code”, and it used for domestic calls only. If you’re calling a German number from a German number, you use it. But if you’re calling a number internationally, with a country code, drop the zero! Which is why it’s in brackets.

You will notice that if you add the “0” into a number in your contacts on your mobile, with a “+” and a country code, the phone will likely put the zero in brackets.

Calling Outside of Germany

The exit code for calling out of the country in Europe is 00. You then follow that with the country code and the telephone number. The “+” means to use the exit code for the country you’re in – in Europe, that’s 00, in Canada, it’s 011. You can program the “+” into your contacts on a mobile phone as the exit code, and your phone should pick up the right exit code!
Calling Canada from Germany

Dial the exit code (00) then the country code (1) then the number.

00 - 1 - area code - seven-digit number

Calling Germany from Canada

The exit code in Canada is “011”

011 - 49 (drop the 0) then the number

Some Country Codes:

<table>
<thead>
<tr>
<th>Country</th>
<th>Code</th>
</tr>
</thead>
<tbody>
<tr>
<td>Austria</td>
<td>43</td>
</tr>
<tr>
<td>Belgium</td>
<td>32</td>
</tr>
<tr>
<td>Canada/US</td>
<td>1</td>
</tr>
<tr>
<td>England</td>
<td>44</td>
</tr>
<tr>
<td>France</td>
<td>33</td>
</tr>
<tr>
<td>Italy</td>
<td>39</td>
</tr>
<tr>
<td>Netherlands</td>
<td>31</td>
</tr>
<tr>
<td>Spain</td>
<td>34</td>
</tr>
<tr>
<td>Switzerland</td>
<td>41</td>
</tr>
</tbody>
</table>

Summary:

To dial a number within Germany

0 711 1234567

To dial a German number from elsewhere in Europe

+49 711 1234567

or

00 49 711 1234567

To dial a number outside Germany

+33 121 1234567

or

00 33 121 1234567

To dial Canada from Germany

00 1 613 5551234

To dial Germany from Canada

011 49 711 1234567

Toll Free and Charges for Calls

Per minute for local calls

Check your phone contract! Not all landlines and cell phones include “free local calling,” let alone free to all of Germany. You may end up paying per minute for local calls. It is common for calls to be free to numbers from the same provider, but not always. Check the plan for the term "flat", which means that calls are included – "Germany flat" means you can call anywhere in Germany, where “Vodafone flat” means your calls to other Vodafone
customers are included. If you have a landline, you may have to pay to call a cell phone, or vice versa.

**0800**

0800 is the dialing prefix for Toll Free Calls in Germany.

**0900 and 0180 calls**

0900 numbers are "premium-rate" services, and 0180 numbers are for service-oriented calls and are billed at a per minute (0.039€/min-0.14€/min) or per call (0.06€/call-0.20€/call).

**WHERE TO LIVE**

**HOUSES AND REALTORS**
BASE INFORMATION

EXCHANGE/COMMISSARY

SCHOOLS

MORALE WELFARE AND RECREATION

HOUSING

RELIGIOUS SERVICES

POST OFFICE
TRAVEL & TRANSPORTATION

SUBSIDIZED TRAVEL

The Chalet Program offers accommodation options in various parts of Europe at a 40% subsidy. It is open to all European Fund members and chalets are awarded by draw. For more information please visit:

- https://www.cafconnection.ca/Europe/Programs-Services/Chelet-Program.aspx

NON-UNIT FUND AND CANEX/SISIP GRANT

As a CAF member of Formation Europe you and your family are members of the European Fund (EF). EF members who are not part of a Unit Fund due to their geographical location are termed Non-Unit Fund (NUF) members. In order to ensure equitability across Formation Europe, all EF members have the same entitlements; however, certain entitlements are managed differently depending on location. See this link for more information:

- https://www.cafconnection.ca/Europe/Programs-Services/European-Fund/Non-Unit-Fund-(NUF)-Member-Personnel.aspx

AIR TRAVEL

Cologne Bonn Airport links the Rhine region with over 100 destinations worldwide. Designer fashion stores, a 24/7 supermarket, cafés, restaurants, hotels, conference rooms and a piano bar

Flughafen Köln/Bonn GmbH (Airport Cologne/Bonn)
Postfach 980120
51129 Köln
Tel.: (02203) 400
www.airport-cgn.de

Frankfurt Airport is a major international airport located in Frankfurt, the fifth-largest city of Germany and one of the world’s leading financial centres. Approx. 2hr drive from Cologne or approx. 1hr train ride from Cologne main station.

Flughafen Frankfurt/Main AG (Frankfurt Airport)
60547 Frankfurt
Tel.: (01805) 372 46 36
www.frankfurt-airport.de
Ryanair: an inexpensive airline that flies throughout Europe.

Ryan Air
Tel.: 0190 170 100
www.ryanair.com

PUBLIC TRANSIT

- VRS (Verkehrsverbund Rhein-Neckar GmbH) a transport association throughout the regions
- KVB (Kölner Verkehrsbetriebe) Name of train system servicing Cologne and the outlying communities
- HBF—(Hauptbahnhof) central station. EX. Köln Hbf= Cologne Central Station
- Bonn Hbf= Bonn Central Station
- Köln/Deutz Messe= major train station in Cologne for transfers almost all trains go through this station.
- DomHbf= another name for Cologne Central station
- BHF (bungbahnhof) bus station usually located in extremely close proximity to train stations and train stops. Buses are used throughout Cologne but the major bus travel is through the suburban areas where the train stations are usually located centrally in the towns and communities, so buses are needed to access the outlying areas.

Types of Trains

- RB Regionalbahn a service with frequent stops but a faster service connecting suburban regions to larger cities.
- RE Regional Express a faster local service to bigger cities with fewer stops
- S-Bahn Suburban Train services connecting outlying communities with large cities
- U-Bahn Underground / Trams connects outlying communities with large cities
- U-Stadtbahn Inter City Railway travels within large city limits
- ICE InterCity Express is a high speed train that travels between major cities

Both KVB and VHS have apps for your phone for handy travel planning. Google maps is another way to use your mobile for getting around. It has the option to drive or take public transit.

Most printed schedules posted at the stops are color coded for your convenience. Looking at the schedule should tell you what type of ticket you will need. The automated train ticket machines are not as clear; however, you will become familiar with your routes around your
area as you continue to travel. You can also buy tickets from bus drivers and ticket offices located within Cologne. There are also ticket offices located centrally in the suburban areas, usually located close to train stops/stations.

The trick to planning your travels is realizing which way the train is travelling. Each train is labeled with its last stop. So, you have to read the map to see where your line ends (if you are not using the mobile apps). The maps are easy to read and are at every bus/train stop. At the main stations, the attendants are very helpful and are easily approachable. At the train stops the walls behind the tracks have labels with stops on arrows pointing in the direction the train is travelling. Each train station is very well labelled. Look up and around and you will find your train!!

**HOW TO GET A TICKET**

Bus and train fares are operated by a proof of payment system. Fare inspectors (both in uniform and in plain clothing) do random checks as the trains and buses travel their routes. If caught without a ticket, (“riding black” as the locals say) fines start at 40€.

There are several ways to get a ticket to travel. You can get a single trip, daily, weekly or monthly tickets. There are ticket offices with schedules located at most train and bus terminals. You can purchase a ticket from a bus driver or there are automated ticket machines. The trains have automated machines on them as well. The following chart shows you prices
Ticket Zones and Prices

<table>
<thead>
<tr>
<th>PRICE LEVEL</th>
<th>DESCRIPTION</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>K</strong></td>
<td>Good for 20 min with the single and 4 trip tickets. Level K (Kurzstrecke) valid for 4 stops ON THE SAME LINE on the bus or U train but not on the RE, RB, S-Bahn or express coaches</td>
</tr>
<tr>
<td><strong>1a</strong></td>
<td>Good for 90 min—valid within one town/community except of Cologne or Bonn</td>
</tr>
<tr>
<td><strong>1b</strong></td>
<td>Good for 90 min— valid within Cologne or Bonn</td>
</tr>
<tr>
<td><strong>2a</strong></td>
<td>Good for 120min—valid between two neighboring towns/communities (except from/to Cologne)</td>
</tr>
<tr>
<td><strong>2b</strong></td>
<td>Good for 120min—valid between Cologne and neighbouring towns/communities or between Bonn and neighbouring towns/communities.</td>
</tr>
<tr>
<td><strong>3</strong></td>
<td>Good for 180 min</td>
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<td><strong>4</strong></td>
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<tr>
<td><strong>5</strong></td>
<td>\ Good for 360 min</td>
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<tr>
<td><strong>6</strong></td>
<td>Good for 360 min</td>
</tr>
<tr>
<td><strong>7</strong></td>
<td>/</td>
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</table>

<table>
<thead>
<tr>
<th>TICKETS</th>
<th>K</th>
<th>1a</th>
<th>1b</th>
<th>2a</th>
<th>2b</th>
<th>3</th>
<th>4</th>
<th>5</th>
<th>6</th>
<th>7</th>
</tr>
</thead>
<tbody>
<tr>
<td>Single Ticket Adult</td>
<td>€ 1.90</td>
<td>€ 2.40</td>
<td>€ 2.80</td>
<td>€ 3.80</td>
<td>€ 5.10</td>
<td>€ 7.80</td>
<td>€ 11.40</td>
<td>€ 14.50</td>
<td>€ 17.50</td>
<td></td>
</tr>
<tr>
<td>Single Ticket Child</td>
<td>€ 1.00</td>
<td>€ 1.50</td>
<td>€ 1.60</td>
<td>€ 2.00</td>
<td>€ 2.50</td>
<td>€ 3.70</td>
<td>€ 5.10</td>
<td>€ 6.90</td>
<td>€ 8.30</td>
<td></td>
</tr>
<tr>
<td>4-trip Ticket Adult</td>
<td>€ 7.50</td>
<td>€ 9.20</td>
<td>€ 11.00</td>
<td>€ 15.00</td>
<td>€ 19.60</td>
<td>€ 30.20</td>
<td>€ 44.30</td>
<td>€ 53.10</td>
<td>€ 65.00</td>
<td></td>
</tr>
<tr>
<td>4-trip Ticket Child</td>
<td>€ 4.00</td>
<td>€ 5.20</td>
<td>€ 6.40</td>
<td>€ 8.00</td>
<td>€ 10.00</td>
<td>€ 14.80</td>
<td>€ 20.40</td>
<td>€ 27.40</td>
<td>€ 33.20</td>
<td></td>
</tr>
</tbody>
</table>

**Daily Tickets**

| Day Ticket 1 Person | € 7.10 | € 8.60 | € 10.80 | € 13.60 | € 18.70 | € 25.30 | € 27.00 | € 29.40 |
| Day Ticket 5 Person | € 10.00 | € 13.10 | € 13.10 | € 16.50 | € 19.70 | € 26.50 | € 36.40 | € 40.40 | € 42.50 |

**Timed Tickets Adults**

| Week Ticket | € 18.20 | € 25.10 | € 25.10 | € 31.50 | € 38.20 | € 56.40 | € 68.90 | € 81.00 | € 93.60 |
| Monthly Ticket | € 69.20 | € 94.30 | € 94.30 | € 118.80 | € 143.50 | € 214.30 | € 258.90 | € 273.80 | € 290.40 |
| Formel9Tickets | € 50.00 | € 66.90 | € 66.90 | € 76.80 | € 94.30 | € 112.30 | € 135.50 | | |

**VRS Extension Ticket**

| Single-Trip | € 3.60 valid only in conjunction with VRS Timed Tickets |

**Prices**

As of: Jan 1, 2017 Fares in Euro

These VRS tickets are available as HandyTicket on your smartphone—with a 3 % discount. If you buy Single Tickets Adult (EinzelTickets Erwachsener), the price of every fourth ticket is further reduced.
Train Map of Cologne and Surrounding Area

2017: tickets, prices and the railway network
http://www.europeanbestdestinations.com/destinations/cologne/
2017: Cologne tourists network plan - english
http://www.kvb-koeln.de/german/tarif/eng.html

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TRAIN

Thalys Train

A high-speed train that travels outside of, as well as within, Germany. You can book these tickets on-line or at the office located across the square at the Cologne central station on the Dom side.

- www.thalys.com
- https://www.raileurope.ca/european-trains/thalys

TAXIS

CAR RENTAL

HOTELS

TRAVEL ADVISORIES

https://travel.gc.ca/travelling/advisories
ADMINISTRATION

BANKING

The Euro

Numbers in German - they use decimal point in the thousand position and comma for cents

1.000,99€ = one thousand Euros and 99 cents

Bank Accounts and Financial Considerations

Sparkasse and Kreissparkasse share bank machines; no charge to use either one if you are a member of these banks. However, you can only go to a teller at one or the other for deposit and withdrawal.

- Deutsche Bank
- VR Bank
- Commerzbank

Credit Cards
Online Banking Payments – IBANs, BICs, and TANs

Bank accounts in Europe have an "IBAN" (International Bank Account Number) and a "BIC" (Bank Identifier Code). You will use these for making payments and receiving money. If you are paying a bill, you will typically find their IBAN on the bill and you can use that in your online banking to make the payment. You will also provide your IBAN to companies to pay your bills (insurance, gym payments, cell phone, etc.). The orderly room and claims section at CFSU(E) will use your IBAN to deposit pay and claims into your bank account.

To make a payment, you will often need a TAN (Transaction Authorization Number). This can be a complex thing to get used to in Germany. You will likely get a sheet of TANs when you initially get your bank account, but then through your mobile banking you can use mobile TANs (a number sent to your phone) or photo TANs with an app on your phone. To use mobile or photo TANs, you will need to register your mobile number in the online banking.

Money Transfer

You will likely have a requirement to move money between Canadian and German accounts. Transferwise.com and XE.com are both worth looking at for this.

INSURANCE

CRA AND RESIDENCY STATUS FOR SPOUSES/DEPENDENTS

Completing and submitting an income tax return from OUTCAN can be even more fun than doing it in Canada. In the past, there has been significant confusion regarding the residency status of spouses. Unfortunately, some CAF families have found out that choosing incorrectly can have a major financial impact. Many have found this issue confusing and have sought professional tax advice.

The following information regarding residency status has been provided to us by the CRA:

<table>
<thead>
<tr>
<th>Spouses of Canadian Government Employees on Foreign Assignment – Residency Status for Tax Purposes</th>
</tr>
</thead>
<tbody>
<tr>
<td>The purpose of this document is to provide general residency information for the spouses of employees of the Department of National Defense (&quot;DND&quot;)/members of the Canadian Armed Forces (&quot;CAF&quot;) and Department of Foreign Affairs, Trade and Development (&quot;DFATD&quot;) Canada that are sent on foreign assignments. This document does not address all possible situations that may require more analysis when determining the tax implications.</td>
</tr>
</tbody>
</table>
Please note that our reference to a spouse in this document includes a common-law partner.

**Spouses that Intend to Return to Canada and expect to Maintain their Canadian Residency**

Where you are the spouse of a Canadian Government employee and are moving with your spouse and family to another country for your spouse to carry out a foreign assignment for the Government of Canada and it is your intention to return to Canada following the assignment, then you will be considered a factual resident of Canada. This factual residency is based on your intention to return to Canada as well as your secondary residential ties maintained with Canada, as described in paragraph 1.14 of Folio S5-F1-C1.

*Please do not complete a Form NR73, Determination of Residency Status (Leaving Canada).*

As a factual resident, you will have to complete and file your Canadian Personal Income Tax Return and you will meet the residency requirement for Canadian benefits administered by the CRA.

**Spouses that do not expect to Maintain their Canadian Residency**

If you believe that you will be a non-resident of Canada when you leave with your spouse and family for the foreign assignment because your intention, primary ties and secondary ties support your status as a non-resident of Canada, then you should complete Form NR73, Determination of Residency Status (Leaving Canada). The Canada Revenue Agency will review the information provided in your completed Form NR73 to determine whether or not you will be considered a non-resident of Canada.

If it is determined that you will be a non-resident of Canada, you should know the tax implications, which include:

1. You will be deemed to have disposed of certain properties that may give rise to capital gains (taxes on gains can be deferred by using Form T1244, Election , Under Subsection 220(4.5) of the Information Sheet Income Tax Act, to Defer the Payment of Tax on Income Relating to the Deemed Disposition of Property);
2. You will only be able to create additional RRSP room if you have earned income in Canada;
3. You will not be able to contribute to a Tax Free Savings Account; and
4. You will be subject to tax of up to 25% on certain payments from Canadian sources, such as investment income (Part XIII tax).

Further information on how income tax rules apply to Canadian residents that leave the country can be found in http://www.cra-arc.gc.ca/tax/nnrdsnts/ndvds/nnrs-eng.html

Should you have any further questions or require additional information regarding this, please do not hesitate to communicate with the International and Ottawa Tax Services Office.

CHILD BENEFITS

PETS
POSTAL SERVICES

PERSONAL MAIL

Canadian Forces Post Office

Your postal address in Belleville will be:

(name)  
RP ??  
PO Box ?? Stn Forces  
Belleville, ON  K8N 5W6

If you need a physical address, either for banking or for a signature on delivery, the address is:

(name)  
RP ??, CFPO ??  
15 Westwin Ave Bldg 348  
CFB Trenton  
Astra, Ontario  K0K 3W0

If mail or a package is being sent to the 15 Westwin address, it is recommended that you email postal@forces.gc.ca to inform them when and what to expect.

Germany Postal Services

Privatization has resulted in very few dedicated “Post Offices” in Germany. Instead, Deutsche Post operates mostly in small shops that also sell other things, like stationary. Deutsche Post does not have a monopoly on mail delivery in Germany, like Canada Post has in Canada, but it is the primary provider.

Mail delivery in Germany is generally fast and reliable. A peculiarity of German postal service is the concept of “acknowledged reliability”, where it is generally assumed that letters sent by public authorities arrive at their destination. It is the receiver’s responsibility to report a change of address, and forwarding is not common.

Letters must be addressed correctly, and the format is slightly different. A correctly written German address looks like this:

Jane Doe  
Anystraße 10
Apartment or unit numbers are not used. Mail is put into the correct mailbox based on the name on the box. If you see an address with a number like 10/1, this means that the property has been divided into two or more units or buildings – 10 and 10/1. It is not “apartment 1”.

Another idiosyncrasy of German mail is that it is very common for the delivery person to leave your packages with a neighbour, and Germans sign for neighbours’ mail without hesitation. If the postal carrier finds you at home, he/she will assume you will sign for your neighbour’s packages.
HEALTH SERVICES

GENERAL

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

+49 2451 717 301

GKMedicalClinic@forces.gc.ca

EMERGENCY NUMBERS

HOSPITALS

PRIVATE CLINICS

PHARMACEUTICAL SERVICES

A pharmacy in Germany is called an Apotheke and is where you can purchase over-the-counter and prescription medications. There are thousands of Apotheken in Germany and German law requires that an Apotheke be owned and operated by a pharmacist. An individual pharmacist is only allowed to own up to three locations. Consequently, there are not any large drugstore chains. All medicines including non-prescription drugs and homeopathic products are behind the counter. The pharmacists are helpful and well educated to help find what you are looking for.

DM and Muller are equivalent to a drug store in North America but WITHOUT ANY MEDICATIONS OR PHARMACY. All your toiletries, perfumes, make-up, shampoo, small grocery section, hair products and so on are available at these stores. Both stores are fairly frequent in Cologne and surrounding areas.
DENTAL CLINICS

SOCIAL SERVICES

The following options are available to military members and their families for access to psychosocial or mental health resources:

Social Worker

You can reach the MFS(E) Social Worker Myriam Chebat at:

myriam.chebat@forces.gc.ca
+49 (0) 2451 717 206

You can reach the CAF Formation Europe Social Worker, Captain Martin Laferrière-Simard at:

martin.laferrieresimard@forces.gc.ca
+49 (0) 2451 717 309

Padre

There are three Padres serving the families in Europe, and they are also available for consultation:

<table>
<thead>
<tr>
<th>Maj Jean-Guy Morin</th>
<th>Lt(N) Lesley Fox</th>
<th>Capt Gerson Flor</th>
</tr>
</thead>
<tbody>
<tr>
<td>Located in Casteau</td>
<td>Located in London</td>
<td>Located in Naples</td>
</tr>
<tr>
<td>Responsible for Central Europe (Netherlands, Germany, France, Belgium)</td>
<td>Responsible for UK and Northern Europe</td>
<td>Responsible for Southern Europe (Spain, Italy, Portugal, Turkey, Romania)</td>
</tr>
<tr>
<td><a href="mailto:jean-guy.morin@forces.gc.ca">jean-guy.morin@forces.gc.ca</a></td>
<td><a href="mailto:lesley.fox@forces.gc.ca">lesley.fox@forces.gc.ca</a></td>
<td><a href="mailto:gerson.flor@forces.gc.ca">gerson.flor@forces.gc.ca</a></td>
</tr>
<tr>
<td>+32 (0) 65 44 6179</td>
<td>+44 (0) 1895 613 022</td>
<td>+39 345 080 5673</td>
</tr>
</tbody>
</table>

CAF Member Assistance Program

Military members and their families can also contact the CAF Member Assistance Program at +1 800 268 7708. This is a voluntary and confidential service that allows callers to speak with a professional counsellor and is available 24 hours a day, 365 days a year. Please note that Canadian toll-free numbers are not free when calling from another country, but the CAF Member Assistance Program will also accept collect calls at +1 613 941 5842.
**Family Information Line**

The Family Information Line offers confidential assistance and supportive counselling 24/7. When you call you will be connected to one of their experienced professionals who can connect you with local and national resources. The Family Information Line can be called toll free, from Europe, at 00 800 7711 7722.

**Local Resources**

Military families can also access resources in their community, as recommended by their doctor or other sources, but they should ensure with their Public Service Health Care Plan that they will be covered for the services they are considering. For their services, military members are required to go through their medical system or the CAF Member Assistance Program.

**A.A. Meetings**

Information on Alcoholic Anonymous meetings in Europe or online is available at https://alcoholics-anonymous.eu/

**GREAT WEST LIFE/ALLIANZ**

**Dental Claims**

Unless you are served by a CAF Dental Clinic, dental claims will need to be sent to Great-West Life, using the paper form. Log into your account on the Great-West Life website and print a claim form. Claims and original receipts need to be mailed to the following address:

- Great-West Life Health and Dental Benefits
- Foreign Benefit Payments
- PO Box 6000
- Winnipeg, MB R3C 3A5

Be sure to keep copies of your receipts!

**Medical Claims**

For medical claims, you will also need to submit a paper claim to Allianz, using the PSHCP Out-of-Country claim form (http://www.pshcp.ca/media/43901/claimform_out_fill.pdf). Send the claim form and the original receipts to:
Allianz Global Assistance
Public Service Health Care Plan
PO Box 880
Waterloo, ON N2J 4C3

Be sure to keep copies of your receipts!
ON THE ROAD

GENERAL

Road Signs

No Right Turn on Red

No right on red unless there is a small green arrow or a turning lane.

Right of Way

DRIVER’S LICENCE

When you arrive in Germany, you will need to do a written test of German traffic laws and signs, with the CFSU(E) traffic section. They will email you the test, complete it and send it back. The traffic section will issue you a Canadian Forces Europe driver’s licence that is a supplement to your Canadian driver’s licence. You must carry both with you.
The link below is the US Driver’s Handbook for Europe and is useful for studying for the test:


**INFORMATION ON DRIVER’S LICENCE IN CANADA AND RENEWAL**

You will need to keep your Canadian driver’s licence valid for your entire time in Germany. This will vary by province. Ideally, try to renew your licence before you leave Canada and have it valid for your entire posting.

<table>
<thead>
<tr>
<th>Province</th>
<th>Mailing Address</th>
<th>Phone Number</th>
<th>Internet Site</th>
</tr>
</thead>
<tbody>
<tr>
<td>Alberta</td>
<td>Alberta Transportation Main Floor- Twin Atria 4999-98 Ave Edmonton, AB T6B 2X3</td>
<td>(780) 310-0000 Outside AB: (780) 427-8230</td>
<td>Government of Alberta Ministry of Transportation: Drivers &amp; Vehicles</td>
</tr>
<tr>
<td>British Columbia</td>
<td>ICBC Licensing Driver Services Centre 151 West Esplanade North Vancouver, BC V7M 3H9</td>
<td>From Lower BC: (604) 661-2800 Toll Free in NA: (800) 663-3051</td>
<td><a href="http://www.icbc.com/driver-licensing/Pages/default.aspx">http://www.icbc.com/driver-licensing/Pages/default.aspx</a></td>
</tr>
<tr>
<td>Manitoba</td>
<td>Manitoba Transportation Driver &amp; Vehicle Licensing 234 Donald St, Box 6300 Winnipeg, NB R3C 4A4</td>
<td>(204) 985-7000 Fax: (204) 954-5338 or Toll Free in NA: (800) 665-2410</td>
<td><a href="http://residents.gov.mb.ca/reference.html?id=details&amp;program_id=304">http://residents.gov.mb.ca/reference.html?id=details&amp;program_id=304</a></td>
</tr>
<tr>
<td>New Brunswick</td>
<td>NB Department of Transportation 364 Argyle St Fredericton, NB E3B 1T9</td>
<td><a href="mailto:DPS-MSP.Information@gnb.ca">DPS-MSP.Information@gnb.ca</a></td>
<td><a href="http://www2.gnb.ca/content/gnb/en/services/driving_and_vehicles.html">http://www2.gnb.ca/content/gnb/en/services/driving_and_vehicles.html</a></td>
</tr>
<tr>
<td>Newfoundland &amp; Labrador</td>
<td>Motor Registration Division Department of Government Services PO Box 8710 St. John’s NF A1B 4J5</td>
<td>(709) 729-4834</td>
<td><a href="http://www.qs.gov.nl.ca/drivers.html">http://www.qs.gov.nl.ca/drivers.html</a></td>
</tr>
<tr>
<td>North West Territories</td>
<td>Government of NWT Department of Transport 5003 – 49th Street, Yellowknife NWT X1A 2L9</td>
<td>(867) 873-7487 Fax: (867) 669-9094</td>
<td><a href="http://www.dot.gov.nt.ca/live/pages/wpPages/issuingoffices.aspx">http://www.dot.gov.nt.ca/live/pages/wpPages/issuingoffices.aspx</a></td>
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<tr>
<td>Province</td>
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</tr>
<tr>
<td>Nunavut</td>
<td>Motor Vehicles Division, Department of Economic Development &amp; Transportation, Box 1000 Station 1575, Iqaluit, NU X0A 0H0</td>
<td>Toll Free: (867) 975-7800</td>
<td><a href="http://www.gov.nu.ca/programs-services/vehicle-registration">http://www.gov.nu.ca/programs-services/vehicle-registration</a></td>
</tr>
<tr>
<td>Saskatchewan</td>
<td>Saskatchewan Government Insurance (SGI), Licensing and Registration Services, 2260 11th Avenue, Regina, SK S4P 0J9</td>
<td>(306) 775-6900 Toll Free: (800) 667-9868</td>
<td><a href="http://www.sgi.sk.ca/individuels/index.html">http://www.sgi.sk.ca/individuels/index.html</a></td>
</tr>
<tr>
<td>Yukon</td>
<td>Gold Creek Building (Old Rogers Video Building), Unit A, 2251-2nd Avenue, Whitehorse, Yukon, Y1A 5W1</td>
<td>(867) 667-5315 Fax: (867) 393-6220 Toll Free: (800) 661-0408 ext. 5315</td>
<td><a href="http://www.hpw.gov.yk.ca/mv/mvdrlc.html">http://www.hpw.gov.yk.ca/mv/mvdrlc.html</a></td>
</tr>
</tbody>
</table>
Transport Canada
Tower C, Place de Ville
330 Sparks St
Ottawa, ON K1A 0N5
(613) 990-2309
Toll Free: (866) 995-9737
http://www.tc.gc.ca/eng/road-menu.htm

ROADWORTHINESS TEST/SAFETY

CAR INSURANCE

VEHICLE REGISTRATION

You will need to send a copy of the safety inspection and insurance to the transport section in Geilenkirchen. Your plates will be mailed to you.

EMISSION STICKER

The transport section will send you the green emissions sticker with your licence plate.

Since 2006, Germany requires cars to have an environmental sticker (Umweltplakette) to enter the “Green Zone” of most cities (58 zones). This applies to anyone driving in Germany, regardless of residency. There are three, soon to be four, colours of stickers – green, yellow and red and soon blue, with numbers from one to six indicating the emission standard of the vehicle. Yellow and red are being phased out and are rarely seen. Each city sets the “Umweltzone”. In 2019, some areas will introduce a “blue” diesel restricted zone, and all diesel vehicles below “5” will be excluded.

The fine for not having an emissions sticker is 80€.

So what?

- Don’t bring a diesel vehicle, it likely won’t be able to be driven in the new “Blue” zones
- Don’t bring an older, classic vehicle, it may not meet the Euro standard for emissions (Euro standard 3 and under are not allowed in German Green Zones)
- Don’t purchase a diesel vehicle while here, even if you don’t plan on driving it in the cities where they are restricted - resale will be a problem
**European Green Zones**

France (28 zones), Belgium (3 zones), Denmark (5 zones), and Austria (6 zones) also have Green Zones and corresponding stickers. You can order a sticker for your vehicle from the links in this website:

- [https://www.green-zones.eu/en.html](https://www.green-zones.eu/en.html)

**ARAL CARD**

You will receive an Aral gas card with your licence plates. Read the instructions that come with it carefully. Most Aral stations accept the card, but not all. You can use the link below to find the stations that accept it:

- [https://www.aral-fuelcard.com/stationsfinder](https://www.aral-fuelcard.com/stationsfinder)

Remember that you cannot use the Aral card for anything other than fuel for the vehicle listed on the card. If you purchase anything else with your fuel (snacks, coffee, etc), it must be on a separate transaction.
VEHICLE SAFETY EQUIPMENT REQUIREMENTS

When driving in Germany, you are required to carry safety equipment in the car as follows:

- At least one safety vest, which must be worn if you exit the vehicle in an emergency
- Traffic triangle
- First Aid Kit

You also must have your registration, licence, insurance and proof of identity (a copy of your passport).

Other countries require items such as a spare bulb kit, fire extinguisher, snow chains and portable breathalyzer – check regulations before you travel!

BIKING/MOPEDS/MOTORCYCLES

Bicycles

Germany is generally very bicycle friendly with lots of bike paths and lanes. Cyclists must obey auto traffic lights and signs, except when on a bike path (Radweg) with special signals for bikes. Laws require that adults riding a bike are to use the street or a bike path, while children can ride on the sidewalk, but the law allows parents to ride with their children on the sidewalk.

Bikes must have two independently-acting brakes, a bell or horn, a white or pale yellow front headlight, a red rear light that stays lit when stationary, reflectors (front white, red rear and at least two yellow reflectors on each wheel). Helmets are not mandatory, but strongly recommended.

E-Bikes with speeds under 25 km/h can use bike paths.

Mopeds and Scooters

In Germany, a driver’s licence to drive a car (Class B), includes a Class M licence, which is for mopeds and scooters less than 50ccs and less than 45 km/h. If you wish to drive something more than that, and your Canadian licence does not include motorcycles, you will have to get a Germany licence. Check with the transport section for further information.
Motorcycles

For motorcyclists, “Lane Splitting” and “Filtering” are something new for most Canadians. While lane splitting (riding between the lanes of cars) is legal in most of Europe, it’s not allowed in Germany. The exception is filtering (moving past traffic which is at a standstill), which is allowed.

PARKING

Parking spots are small in Germany! If you bring a large North American van or truck, it will be hard to find parking. However, parking is generally not expensive.

When parking in a pay German lot, you will get a ticket on entry, and you take the ticket to the “Kasse” machine and pay for your parking before leaving. If a store validates your parking, you still must go to the machine or the machine may not let you out.

On-street parking often requires payment as well – look for a “Parkscheinlosen” – a machine mounted to a pole. Purchase the amount of time you require and put the ticket in the window of your vehicle.

In areas of “free” parking, if you see a sign like this, you will be required to put out a parking disc (Parkscheibe). Set the disc to the time you arrive, put it on the dash of your car, and you can stay for the length of time on the sign (in the example, 2 hours – 2 Stunden/2 Std.).

Other parking restrictions/signs to note:

- Parking, with a parking ticket/voucher
- Parking only for residents with permit
TOLLS

As of 2018, Germany does not charge tolls for passenger vehicles on its roads. While still working through the law-making process, beginning in 2019, Germany may start charging tolls for the use of the Autobahn. Residents will pay a yearly toll through their bank account, based on vehicle type. Those visiting may pay a yearly toll, or will have the option of paying for a 10-day or two-month toll. Stay tuned for how this will be applied to Canadians posted to Germany.

When traveling, be aware of toll costs. To drive on the autoroutes in Switzerland, for example, you require a sticker (called a vignette) on your windshield. The vignette is only available as an annual purchase. For Austria, you can purchase a 10-day, 2-month or annual vignette. In France, you will find toll booths on the autoroute. For some you pay a toll to go through the booth, for others you take a ticket and pay when you exit the toll road. The website https://www.viamichelin.com/ is an excellent resource for calculating toll costs before a trip.

REST STOPS

While driving on the Autobahn there are two types of rest stops. An Autohof, Rasthof, Rastastätte will have both gas and washrooms, and usually a restaurant. You usually have to pay to use the washroom at the Rasthof but you will receive a coupon from the automated machine you pay to enter the washroom for 0.50€ to 0.70€ off at the snack counter. A Parkplatz has a parking area and washroom.
DRIVING SPEED

Unless otherwise marked, the speed limit in Germany is 50 km/h in urban areas and 100 km/h outside the city. On the autobahn, speed limits vary, and if there is no speed limit indicated, a maximum of 130 km/h is recommended.

Using electronic signs, the speed limit can change on the autobahn based on traffic and weather conditions. Be aware of these overhead signs.

SPEED CAMERAS

Photo speed cameras are very common in Germany. If you are caught by the camera, you will see a flash and receive a ticket in the mail. The good news is that the tickets are not expensive. However, more severe fines will come with bigger violations and repeat offences.

If you use a newer GPS, it may come with speed camera locations to remind you to slow down! While radar detectors are illegal in Germany, using a GPS to watch for speed cameras is fine.
SAFETY BELTS AND CHILD SEATS

In Germany, children under 12 and under 150 cm tall must be properly restrained in a car seat/booster seat approved for their height and weight. Child restraints must conform to ECE 44.03, 44.04 or newer (such as i-Size).

Children under 12 must ride in the back seat.

MOBILE PHONES

Mobile phones cannot be used by the driver, this includes tablets, e-books, iPods and similar devices. An electronic device must be “hands free” or mounted and used for “brief” looks (like as a GPS – not for internet searching or reading texts!). Otherwise the vehicle must be parked and switched off for the driver to be using a mobile device.

DOGS

Dogs must be adequately secured while in the vehicle – either by a gate in the cargo area of a van or SUV, a crate, or a “pet seatbelt.”

WINTER TIRES

During winter weather, vehicles in Germany must run winter tires with either the “M+S” marking or the snowflake. However, as of January 2018, new laws require that new winter tires have the “alpine symbol” (the mountain with the snowflake in the centre). Tires manufactured before 2018 that have the M+S are still allowed and may be used until Sept. 30, 2024. The law does not specify specific dates for using winter tires, but the general rule of “von O bis O” which means from October to Easter (Ostern) is used.
ALCOHOL AND NARCOTICS

Drinking and driving is taken seriously in Germany. The legal blood alcohol limit is 0.05%, but the limit is 0.03% if it is in conjunction with any other traffic offense or accident. Cyclists also have a limit of 0.16%, and can face the same penalties as those driving a car. Novice drivers and those under 21 can have no blood alcohol.

ROADSIDE ASSISTANCE

It is recommended that you purchase a membership in ADAC (Allgemeiner Deutscher Automobil-Club), similar to CAA in Canada. The outlet at the Breuningerland Mall in Sindelfingen is large and has many English-speaking staff.

PUBLIC WASHROOMS ON THE HIGHWAY

While driving on the Autobahn there are two types of rest stops, a Rasthof, Rastastätte. These stops have both gas and washrooms. Autohof is usually larger truck stops just off an exit ramp with easy access to return to the Autobahn. Parkplatz has a parking area and washroom. You usually have to pay at the Rasthof but you will receive a coupon from the automated machine you pay to enter the washroom for 0.50€ to 0.70€ off at the snack counter.

IF INVOLVED IN A CAR ACCIDENT

Stay on the scene! If you witness an accident and are first on the scene, Germany’s Good Samaritan law requires you to stay and provide assistance.

Use your reflective vest and warning triangle. The triangle should be set out 200m behind the car on the Autobahn and 100m behind the vehicle on other roads.

Call the German Polizei (110) and the US Military Police (0711 680 110). Call for an ambulance (112) if there are injuries.

If there are no injuries and the damage is minor, and both parties agree, you do not have to call the Polizei. You should exchange information and agree on a sketch.

Exchange information with Polizei and the other parties.
Polizei may assess fines on the spot and may ask for a statement. You are required to give your identity, but you are not required to give a statement. DO NOT sign anything unless you completely understand it and it is not an admission of guilt. You do not have to pay a fine "on the spot", doing so may be an admission of liability. Beware of anyone who approaches you to sign anything (powers of attorney, car rental forms, towing agreements).

Contact towing services, through ADAC, your insurance company or the MPs.

Contact your insurance company within 24 hours.

Contact the Military Police in Geilenkirchen.

**BUYING OR SELLING A CAR**

Whenever your car changes hands, even if only for scrap, and the new owner does not have NATO SOFA privileges, this transaction must **first** be reported to Customs. VAT and/or Customs duties may be payable on the present value of the car. Customs can only assess the present value when they see the car. You can either drive the car to the Customs office, or arrange for Customs to view the car at its present location. If it is no longer movable, there will be an extra fee for this. Customs can levy applicable charges against the seller or the buyer. Who ultimately pays depends on the deal you arrange – preferably in writing – with the new owner.

**Failure to report the sale of your car to Customs, and to report it BEFORE the transaction is complete, is a Customs offence, viewed more seriously if the transaction is never reported.**

In addition to a surcharge on Customs and taxes and detrimental assumptions on the value of your car that may be made in the absence of car and/or paperwork, you also risk prosecution. As Canadians in Europe we must respect host nation law. The other consequence of an unreported sales transaction, especially if car papers are handed over, is that it leaves the door wide open for illegal transactions, such as the shipment of stolen cars across borders. The papers you hand over to a new owner may be used to give a stolen car a new identity, a crime that is widespread since the opening of borders to the former East Bloc countries.

If in doubt, consult with the Traffic Office. This is also where you obtain the correct paperwork to be completed and taken to Customs. Also, check with Traffic when selling your vehicle to a NATO ID Card holder.

**RESOURCES**

United States Army in Europe (USAEUR) Road Guides:

Europe - [https://epub.stripes.com/?issue=Road-Guide-Europe_200718](https://epub.stripes.com/?issue=Road-Guide-Europe_200718)

Germany - [https://epub.stripes.com/?issue=Road-Guide-Germany_220716](https://epub.stripes.com/?issue=Road-Guide-Germany_220716)
*RELIGIOUS SERVICES
AROUND THE HOUSE

INTERNET/TELEVISION/MOBILE PHONE

Streaming/downloading laws
 Wifi signals
 Solid Germany construction – get a wifi repeater

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 Europe, they have 220-230V and 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 electronics only says 110V 60Hz, then it is not compatible with European electricity. In order to use it while in Europe, 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.
Most electronic devices have a prominent label that looks like this picture. On this device (a camera battery charger), you can see that after "Input" it says "110 - 240 volt", which means that it can be used with any voltage within that range, including the 110 volt standard in Canada or the 220-230 volt standard in much of Europe. All you'll need is a plug adaptor.

On this next label, you can see that this coffee maker is **NOT** dual voltage. It lists simply "120 volts". Other items may say "110" - anything in this range is a standard North American appliance. If you want to use something like this overseas, it will need to be on a transformer.

In this final image, you can see that some appliances have a switch for use between higher and lower voltages. This can be used overseas with only a **plug adaptor**, but don't forget to flip the switch!

### Transformers

Transformers are created with different wattage ratings, so you will need to make sure you are using the correct wattage to handle what you are plugging into it.

The total wattage of appliances plugged into the transformer must be less than the wattage rating of the transformer. To find out the wattage of an electronic device, if it's not on the label, 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.

There are also websites that have information on the approximate wattage of electronic and household appliances, for example,

- [https://www.wholesalesolar.com/solar-information/how-to-save-energy/power-table](https://www.wholesalesolar.com/solar-information/how-to-save-energy/power-table)

Research before choosing transformers. If in doubt, buy bigger. Some items (like TVs) need a big surge of power when switched on, so go with three times the wattage (a 500W...
appliance might need a 1500W transformer). Items that produce heat (iron, hair dryer) will require more wattage.

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.

As part of your furniture claim, you can purchase and claim 50% of the cost of up to four transformers.

**UTILITIES**

**APPLIANCES**

**BEDS**

You should note that sizes of beds and bedding differ between Canada and Europe. It may be helpful to purchase extra bedding prior to your move, or you may find that you have to have it shipped from Canada. If you plan on purchasing a bed while you are in Europe, do your research to ensure you will be able to find bedding that will fit upon your return to Canada.

**WATER QUALITY**

**GARBAGE AND RECYCLING**

You should have a yearly calendar that shows your garbage schedule for your area. This calendar is usually found in the mail around November for the new year. The calendar also comes with a sheet for ordering your yellow bags. The following information shows you how to sort your garbage. The colors are corresponding on your calendar to show what garbage is put out to the curb when.

There is a bulk item pick up in most areas twice a year, which is also marked on your calendar schedule. The calendar will have a number on it that you can call to ask for bulk item pick up if it is not scheduled. You are allowed to do this 3-4 times per year.

**YELLOW BINS**  **Plastik** = plastic waste

Anything plastic, tetra paks or cartons (soup cartons, soy milk cartons, juice boxes, milk cartons), plastic bottles WITHOUT PAID RECYCLE SYMBOL, any metals, tin, aluminium, styrofoam, caps, spray cans.
Depending on where you are located you may have to use yellow bags instead of a bin. Yellow is the one garbage that is unlimited. You can put out as many yellow bags beside your bin as need be to accommodate your family. The yellow bags are supplied by ??????????

**BLUE BIN**  
**Papier** = paper waste

Newspaper, cardboard, egg cartons, catalogues, magazines, envelopes, boxes, NO KLEENEX, PAPERTOWEL OR NAPKINS!!

**BROWN BIN**  
**Kompost** = compost

Leaves, grass clippings, Organic food waste, ***FYI if you are not using your organic waste for gardening then all foods can go into this bin, however, it is a two week schedule for pick up and it is almost better to throw meat and dairy into the general waste in order to keep the brown bin from filling with unwanted bugs. You can also buy paper bags or plastic bags to line your small green bin in the house. It is important that the plastic bags say RECYCLE or BIO and not just any plastic bag.

**BLACK BIN OR GREY BIN** - **Restmüll** = general waste

NON recyclables--Shiny food wrappers (chip bags, granola bar wrapper, etc) Broken glass, bathroom garbage, cat litter, etc.

**GLASS**

Glass is recycled in bins located within your subdivision/community. They are usually two to three large grey metal containers with round stickers on them. One with a green sticker (for green glass), one with a brown sticker (for brown glass), and one with a white sticker (for clear glass). ALL non-refundable glass from drinking bottles to Nutella bottles go into these bins. ***FYI--beer bottles are refundable however wine bottles are not.

***There is usually a clothing bin beside these containers for recycling of clothing as well.


In Germany, sometimes you see homeless or poor people collecting returnable bottles. They will go through the garbage or sometimes they will come up and ask for your bottle. In Germany, when you pay a deposit, you get the same amount back that you paid. You can also buy liquids in a plastic carry out box. The box also had a deposit with a return value. For returning a bottle you can get between 8 and 25 cents per bottle (depending on the kind of bottle you return).
This is the symbol you will see on the bottles indicating a return value. If this symbol is not on your bottle it is not a refundable bottle only a recyclable one. The red box is an example of the carry out cartons you can buy at the stores.

This is an example of what the refundable machines look like in the stores. Your receipt for the refundables can be immediately redeemed for cash or against your purchase at that store. The plastic carryout box usually fits in the bottom with the bottles in the box. YOU HAVE TO REDEEM YOUR RECEIPT AT THE STORE YOU RECYCLE AT. RECEIPTS ARE NON TRANSFERABLE.

**METRIC CONVERSION**

*Oven Temperature*

<table>
<thead>
<tr>
<th>Fahrenheit</th>
<th>Celsius</th>
</tr>
</thead>
<tbody>
<tr>
<td>275</td>
<td>135</td>
</tr>
<tr>
<td>300</td>
<td>150</td>
</tr>
<tr>
<td>325</td>
<td>165</td>
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<td>350</td>
<td>175</td>
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<tr>
<td>375</td>
<td>190</td>
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<td>400</td>
<td>205</td>
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<td>425</td>
<td>220</td>
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<tr>
<td>450</td>
<td>230</td>
</tr>
<tr>
<td>500</td>
<td>260</td>
</tr>
</tbody>
</table>
### Cup & Spoon Equivalents

<table>
<thead>
<tr>
<th>¼ cup</th>
<th>60 ml</th>
</tr>
</thead>
<tbody>
<tr>
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<td>80 ml</td>
</tr>
<tr>
<td>½ cup</td>
<td>120 ml</td>
</tr>
<tr>
<td>2/3 cup</td>
<td>160 ml</td>
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<tr>
<td>¾ cup</td>
<td>180 ml</td>
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<tr>
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<td>240 ml</td>
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<td>1¼ cup</td>
<td>300 ml</td>
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<tr>
<td>1½ cup</td>
<td>360 ml</td>
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<tr>
<td>2 cup</td>
<td>480 ml</td>
</tr>
<tr>
<td>3 cup</td>
<td>720 ml</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>1/8 tsp</th>
<th>0.6 ml</th>
</tr>
</thead>
<tbody>
<tr>
<td>¼ tsp</td>
<td>1.3 ml</td>
</tr>
<tr>
<td>3/8 tsp</td>
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<tr>
<td>½ tsp</td>
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<td>5 ml</td>
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<tr>
<td>1 tbsp</td>
<td>15 ml</td>
</tr>
<tr>
<td>2 tbsp</td>
<td>30 ml</td>
</tr>
<tr>
<td>3 tbsp</td>
<td>45 ml</td>
</tr>
</tbody>
</table>
EMPLOYMENT

WORKING FOR MILITARY FAMILY SERVICES (MFS) OR PERSONNEL SUPPORT PROGRAMS (PSP)

If you want to work for MFS and PSP while in Europe, you should bring the following information with you. It will be required to process your file to obtain the required security clearance to work in Europe. Having this information at your fingertips will speed-up the hiring process:

- Copy of passport, SOFA or VISA stamp (some of those, you will get in Europe)
- Another form of government (federal or provincial) photo ID (birth certificate, Driver’s Licence, etc.). If Government photo ID is not available a 3rd piece of photo ID (such as student ID) must be provided
- Five years of resident addresses along with proof (mail, bill, T4, etc.). The dates must be five years from the date of filling out the form back exactly five years from that date (i.e.: 24 Oct 2018 back to 24 Oct 2013)
- Proof of relevant education and professional qualifications (transcripts, diplomas, etc.)
- Proof of previous employment (back 5 years), (work agreements, T4s, etc.)
- Two References (names and addresses at least – reference letters are good to have as well)

SPOUSAL/DEPENDENT EMPLOYMENT ASSISTANCE AND EDUCATION

Our Education, Employment and Training Program Coordinator creates and delivers programs such as the Youth Employment Preparation and the Adult Employability Programs. The coordinator also offers employment and training assistance to working age youth and adult family members. These services include; job search information and tools, career related training and programs, and one-on-one employment assistance (resume writing, cover letter, interview skills).

For information regarding education or employment please contact the MFS(E) Education, Employment and Training Programs Coordinator at MFSE.EmploymentEducationTraining@cfmws.com.

JOB POSTINGS

Civilian employment opportunities are published regularly on the CAF Connection Website:
If you are interested in working for a local 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.

**ADULT EMPLOYABILITY PROGRAM**

If you will be looking for employment when you return to Canada, MFS(E) can help you to be well prepared through our Adult Employability Program. Through participation in a series of virtual workshops, you can receive help creating a strong resume, cover letter and career portfolio as well as learn and practice interview techniques.

**VOLUNTEERING**

An OUTCAN posting is a good opportunity to get involved with your community. Volunteer work not only helps support other CAF families and provides social networks and personal satisfaction, but it can help build your skill set and improve your resume.

**YOUTH EMPLOYMENT PREPARATION PROGRAM**

The Youth Employment Preparation (YEP) Program provides real-life workplace training and employment opportunities to the youth of the CAF members and Canadian Forces support personnel posted in Europe. YEP aims to assist youth - between the age of 15 and 24 who are pursuing full-time studies – gain the knowledge, skills and experience to make a successful transition into the labour market. For more information on this program, see:

- [https://www.cafconnection.ca/Europe/Programs-Services/Employment.aspx](https://www.cafconnection.ca/Europe/Programs-Services/Employment.aspx)
EDUCATION

SCHOOLS

Department of Defense Education Authority (DoDEA)

International School

IMMUNIZATION

DISTANCE EDUCATION

CHILDREN’S EDUCATION MANAGEMENT (CEM)

For school-age children and benefits associated with university-aged dependent children studying in Canada, the Children’s Education Management Officer for Europe, Nathalie Gagné, should be your first point of contact. Her contact information is: +49 2451 717 164 or Nathalie.Gagne@forces.gc.ca.

For full information on education OUTCAN, please visit Children’s Education Management on CAFConnection.ca


SCHOLARSHIP AND BURSARY INFORMATION

A variety of scholarships and bursaries are available to serving and former Canadian Armed Forces members and their families. These scholarships and bursaries are funded by educational institutions, government partners and charitable organizations and are not administered by MFS(E). More information can be found here:

The European Fund (EF) Academic Program is established to recognize the academic accomplishments of students graduating from high school who are dependents of European Fund Members and to encourage students to continue towards post-secondary studies. All students accepted and attending a recognized post-secondary institution will receive €500.

- https://www.caconnection.ca/Europe/Programs-Services/Education-Training/Academic-Scholarship.aspx

**POST SECONDARY EDUCATION**

An OUTCAN posting can be an ideal time to continue your education, whether through part-time or full-time studies, working towards a degree or certificate, for professional development or taking a special interest course for fun. Studies can be done in person at local colleges and universities or on-line through a variety of institutions.

If you plan on studying with a local university or college, be aware that Canadians may have to pay overseas (international) student fees and these fees can be double or triple what a local student will pay. Check with the institutions to see if part-time studies lower these fees.

**Local Institutions**

The Canadian Information Centre for International Credentials (http://cicic.ca) can provide you with information related to Canadians studying abroad or returning to Canada with foreign credentials.

If you are looking to continue a degree that you started in Canada, transferring credits or studying on a Letter of Permission from your Canadian university can be challenging due to differences in the educational systems. Do some research into programs available at your local universities and colleges, attend open days, and connect with their international admissions department to see what options are available to you. Your Canadian university may also have information about studying abroad.

If you choose to pursue an educational program locally and intend to use it professionally, you must ensure that it is an accredited program and your diploma/degree will be recognized in Canada. If there is a governing body for your line of work in the province you will be returning to (i.e. teaching, nursing, accounting) you should check with them to determine how they view foreign qualifications. If you plan to continue with higher education upon returning to Canada, you may want to contact the Canadian institution you are interested in attending in order to see how they will assess your foreign education.

Distance learning in your local community may be available; however, if distance learning is your desired method, it may be easier (and cheaper) to go through a Canadian institution.
Canadian Institutions

Many Canadian universities and colleges offer distance education programs. The delivery of these programs can vary based on the institution or field of study, for example, some programs are offered completely online, some may require you to have proctored exams, while others may require you to visit the institution in person periodically.

When choosing a program, it is important to make sure that it is offered through a recognized, authorized, registered and/or licensed educational institution.

To check the current status of an institution you can use the following search tool:


For more information on this directory please visit:


ENTERTAINMENT & LEISURE

FAMILY LIFE AND RECREATION

LOCAL ATTRACTIONS

Dom

A Roman Catholic Cathedral where the Archbishop and the administration of the Archdiocese of Cologne resides. Beautiful interior architecture, 515ft (157m) tall, 500+ stairs you can climb to get an aerial view of Cologne, jewels and antiques in the basement as well as a large gilded and decorated triple sarcophagus of the Three Wise Men of Christmas legend. The Dom itself is free to get into with donation boxes set out but the jewels in the basement have a fee for viewing both individual and family rates.
**Phantasialand**

A theme park in Brühl, which is southwest of Cologne with 36 rides including 7 rollercoasters and 5 water rides. There are six themed areas in the park and two hotels. The park is accessible by train from Cologne.

Ludwig Museum- has a collection of modern, abstract, surrealism and pop art. It also holds one of the larges Picasso collections in Europe.

**City Tour Buses**

An EXCELLENT way to see ANY city in Europe. They usually cost between 20-30 €/person and allow you to travel on and off all day. These buses usually have a headphone jack where you can listen to an announcer give you a verbal tour of the sites as you go by. A real great way to travel and learn about your surroundings.

**Roman-Germanic Museum**

An important archaeological museum. It is located beside the Dom, with ruins and artifacts both inside and outside the museum. Fun fact: The Römisch-Germanisches Museum was constructed on the site of a 3rd-century villa. The Dionysus mosaic was excavated on this site in 1941 and the museum was built around it. The finest work of its kind in northern Europe, the mosaic adorned the dining room of a Roman villa. It is made of over a million pieces of limestone, ceramics and glass and covers an area of about 70 square meters. The mosaic depicts a drunken Dionysus, god of wine, surrounded by Cupid, Pan, dancers, satyrs and vignettes of the delights of the table. Its incredible state of preservation is due to the protective covering it received from the burned-out remains of the villa falling on it when sacked by a Germanic tribe in the 4th century.

**City sightseeing tours**

- [https://www.cologne-tourism.com/guided-tours.html](https://www.cologne-tourism.com/guided-tours.html)
- [https://freewalkcologne.com](https://freewalkcologne.com)
- [https://www.getyourguide.com/s/?q=cologne&lc=l19](https://www.getyourguide.com/s/?q=cologne&lc=l19)
Carnival

As an ecological gesture, in Germany you do not have plastic throw away cups and plates at fairs / markets. Usually you will be given bio-degradable plates and cutlery, but have to pay a deposit ("pfand") for glasses, mugs, etc. which you can return at the stand.

Carnival: the preparation of Carnival starts officially on the 11.11 at 11hrs 11 minutes; from that time on, expect to hear about Carnival choice of prince, etc. The Carnival high point starts six weeks before Easter, usually in February. The first event being the "Weiberfastnacht" (Thursday), women take over. Men should wear old ties as women will cut them off on that day, beware! “Rosenmontag” heart of the Carnival: you will see parades in various centres during the day, candies, bread, etc. are thrown into the crowd. However most of the Carnival festivities take place indoors in pubs, association halls, etc. If you are planning to go to one of those, don’t forget to get dressed accordingly. Cologne has a particularly large Carnival parade.

Christmas Markets

Christmas fairs: before Christmas you will find Christmas fairs in most town centres, (Bonn centre, Bad Godesberg centre, 3 in Cologne, etc.) Siegburg has a unique medieval fair. It is recommended to visit this in the late afternoon when you can soak up the “medieval” atmosphere by the light of flaming torches.

Cologne Zoo

- http://www.koelnerzoo.de/en/

Cologne Zoo was founded in 1860 and is one of the oldest - yet also one of the most modern - zoological gardens. The more than 20 hectares zoo has around 7000 animals of more than 700 different species of animal from all the world’s continents and oceans, including predators as well as the magnificent aquarium with a terrarium and insectarium.

You can take the Kölner Seilbahn (cable cars) to and from the zoo for a bird’s eye view of Cologne:

- http://www.koelner-seilbahn.de/english

Castles Close to Cologne

Altena castle (castle-museum)
Fritz-Thomee-Straße 80, 58762 Altena

Attendorn – old Hanseatic City in the Sauerland
Kölner Straße 12, 57439 Attendorn

Bensberg Castle (manor house / hotel)
Kadettenstraße, 51429 Bergisch Gladbach
- https://www.schlossbensberg.com/

Bruhl castle (manor house)
Parkplatz, Max-Ernst-Allee, 50321 Brühl,
- http://www.schlossbruehl.de/Home

Burg Blankenberg (castle ruins)
Burg, 53773 Hennef (Sieg)
**Burg Maus, (castle)**

56346 Goarshausen-Wellmich

- [http://www.burg-maus.de](http://www.burg-maus.de)
- [http://www.burg-maus.de/burg/Geschichtliches.htm](http://www.burg-maus.de/burg/Geschichtliches.htm)

**Burg Satzvey, (castle with moat)**

An der Burg 3,
53894 Mechernich

- [http://www.burgsatzvey.de/](http://www.burgsatzvey.de/)
- [http://www.burgsatzvey.de/](http://www.burgsatzvey.de/)

**Burgruine Windeck (castle ruins / restaurant)**

51570 Windeck,

- [http://www.rohewo.de/burgruine-windeck/](http://www.rohewo.de/burgruine-windeck/)

**Cochem Castle (restored castle)**

Schlosstraße 36,
56812 Cochem


**Eltz Castle (castle)**

Burg-Eltz-Straße 1,
56294 Wierschem


**Freusburg (castle)**

Burgstraße 46,
57548 Kirchen (Sieg)
Haus Lerbach (manor house / hotel)
Lerbacher Weg,
51465 Bergisch Gladbach
https://de.wikipedia.org/wiki/Haus_Lerbach

Hohensyburg Castle and Monument (ruins)
Hohensyburg str. 200,
44265 Dortmund,
https://www.tripadvisor.com/LocationPhotoDirectLink-g187372-d8065328-i152912459-Hohensyburg_Castle-Dortmund_North_Rhine_Westphalia.html
https://www.ich-geh-wandern.de/hohensyburg-rundwanderung-dortmund

Lowenburg, Kassel Castle (castle and huge fountain)
Schlosspark 9,
34131 Kassel
http://museum-kassel.de
http://museum-kassel.de/de/museen-schloesser-parks/unesco-welterbe-bergpark-wilhelmshoehe/loewenburg

Marksburg, (castle on a hill)
56338 Braubach,
http://www.marksburg.de/en/

Museum Schloss Homburg (museum)
Schloss Homburg 1
51588 Nümbrrecht
http://www.schloss-homburg.de/cms200mfsh/veranstaltungen/
**Schloß Burg castle (restored castle)**

Schlossplatz 2,  
42659 Solingen  
- [http://en.schlossburg.de/home/](http://en.schlossburg.de/home/)  

**Schloß Drachenburg, (Dragon- restored Castle)**

Drachenfelsstraße 118,  
53639 Königswinter  

**Schloss Dyck, (manor house / gardens / restaurant)**

Schloß Dyck,  
41363 Jüchen  

**Schloss Eulenbroich GmbH (manor house / restaurant)**

Zum Eulenbroicher Auel 19  
51503 Rösrath  
- [http://www.schloss-eulenbroich.de/marlenes-caf--am-schloss.aspx](http://www.schloss-eulenbroich.de/marlenes-caf--am-schloss.aspx)

**Rheinfels Castle (large castle and ruins)**

56329 Sankt Goar, Rhineland-Palatinate,  
- [https://www.st-goar.de/17-0-burg-rheinfels.html](https://www.st-goar.de/17-0-burg-rheinfels.html)  
- [https://www.st-goar.de/17-1-.html](https://www.st-goar.de/17-1-.html)

**CINEMAS**
DINING OUT

German restaurants may not be open on a continuous schedule – opening hours from 11:30-2 and 6-9 are common. Restaurants will post their menu outside for you to check out before you decide. Once inside, it is typical to just take a seat, rather than be shown to a table. Water is not free! If you ask for water, you’ll get bottled water, on the bill. Also, free refills are unheard of – for soft drinks or coffee.

- Gästehaus or Gästehof -- typical German cuisine
- IMBISS or DONER PLACES -- pizza, noodles, doner with Tzatziki, Kebap local considered "fast food"
- Ethnic cuisine on every corner: Italian, Greek, Egyptian, are some of the few
- Traditional North American -- McDonald’s, KFC, Pizza Hut, Hard Rock Cafe

Bakeries (die Backerei) and Coffee Shops

They are absolutely everywhere. They are in the front of the grocery stores (as an independent store within the store), on almost every other street corner, in the front of hardware type shops, and the list goes on. You will never be without access to fresh pastries, breads, buns and pretzels while living in Germany. Typical German breakfast consists of sliced meat, cheese, buns, granola, yogurt, boiled eggs, coffee, juice and/or tea.
Starbucks and Dunkin’ Donuts are found in bigger cities. There are always smaller quaint shops throughout the area, but these are the main franchises. All coffee shops also carry bakery foods with the fresh pastries and breads.

**Tipping**

There are no set rules for tipping. In most cases a service charge is included in the price of meals in restaurants. Tipping can vary from place to place and, depending on the quality of service, can range from rounding up to the next euro to 10 percent of the total bill. Always tell the waiter or waitress how much you want to pay. If, say, the bill was €11.70, say “12 euros, please.” The practice of leaving money on the table is all but unknown.
SHOPPING

GENERAL SHOPPING TIPS

- [http://www.cologne.de/shopping/shopping-streets.html](http://www.cologne.de/shopping/shopping-streets.html)

Sunday Shopping

There is always a market somewhere on Sundays but the shops and stores are closed.

Public Washrooms

Public washrooms in Germany are usually very clean with a cleaning staff at the door waiting to clean the rooms after use. This cleanliness comes at a small fee. You may or may not need anywhere from 0.50€ to 1.00€ to use the restroom. Not all locations are open to the public either. Restaurants usually reserve their restrooms for their clientele, where the larger malls and the North American eateries and coffee shops are more easily accessed. Watch for hotels as well; they usually have washrooms in their reception areas. So the overall advice is SAVE YOUR CHANGE!! 50 cent pieces are your ticket to using the washrooms in public.

Shopping Bags

Please note that shopping bags are not free at all stores. It is best to always carry shopping bags with you to save you the cost of purchasing one in store.

GROCERIES

Here is a list of some major grocery stores.

- Penny Markt
- Edeka
- Aldi
- Lidl
- Rewe
- Netto
Metro is a bulk grocery store that requires a membership. All the Cadre have memberships through the unit. They are located throughout the larger cities.

### GENERAL SHOPPING

<table>
<thead>
<tr>
<th><strong>Kiosk</strong></th>
<th><strong>Galeria Kaufhof</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td>small convenience stores with a lot of alcohol, and a small snack food and drink selection</td>
<td>very similar to Department store in North America</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th><strong>TK Maxx</strong></th>
<th><strong>Media Markt</strong></th>
<th><strong>Saturn</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td>very similar to Winners in North America</td>
<td>Media Markt and Saturn are electronic department stores (Best Buy/Future shop)</td>
<td></td>
</tr>
</tbody>
</table>
• **Schildergasse** is Cologne’s best-known city centre shopping street, and is the central connection between Hohe Straße and Neumarkt. TK Maxx, as well as brands such as Desigual, Adidas, Puma, Esprit and Tommy Hilfiger have opened stores here.

• **Hohe Straße** starts at the foot of the cathedral and leads into Schildergasse. A wide variety of shops like H&M, MediaMarkt, Esprit, Mango and Zero invite shoppers to stroll through these streets. A plethora of souvenir shops can be found alongside shops stocking shoes, clothing, jewellery, books and watches.

• **Cologne Bahnhof** (train station) and the **Cologne Bonn Flughafen** (airport) have grocery stores, clothing shops and eateries. THESE ARE THE ONLY SUNDAY SHOPPING AREAS. Other cities with major bahnhofs and flughafens will also have Sunday shopping.

• Weekend shopping in the warm months—there is always some type of market or festival going on in Cologne. [http://www.cologne.de/events](http://www.cologne.de/events)

• During the cold months you have Christmas markets and Carnival

**HARDWARE AND GARDEN CENTRES**

• Baushaus

• Knauber

• Obi

**CLOTHING SIZES**

**VAT FREE SHOPPING**
LOCAL SERVICES

DRY CLEANING

BARBER AND BEAUTY

LIBRARY

CHILDCARE
IN CLOSING

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

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

This Handbook is a special tool designed with you in mind. You may be surprised at the cultural differences upon first arrival. This guide is set in place to assist you in understanding some of the differences.

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

Welcome!

MFS(E) Staff, Advisory Committee & Volunteers

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

Thank you for your cooperation and attention in this matter.
USEFUL LINKS

ENGLISH LANGUAGE FACEBOOK GROUPS

### BASIC WORDS, PHRASES AND QUESTIONS IN GERMAN

<table>
<thead>
<tr>
<th>English</th>
<th>German</th>
</tr>
</thead>
<tbody>
<tr>
<td>Yes (formal)</td>
<td>Ja (yah)</td>
</tr>
<tr>
<td>Yes (informal)</td>
<td>Jawohl (ya-voll)</td>
</tr>
<tr>
<td>No (formal)</td>
<td>Nein (nine)</td>
</tr>
<tr>
<td>No (informal)</td>
<td>Ne (nay)</td>
</tr>
<tr>
<td>Hello</td>
<td>Hallo</td>
</tr>
<tr>
<td>Good Bye</td>
<td>Auf Wiedersehen!</td>
</tr>
<tr>
<td>Hi</td>
<td></td>
</tr>
<tr>
<td>Bye</td>
<td>Tchuß (Tchuss) or Ciao</td>
</tr>
<tr>
<td>Please</td>
<td>Bitte (or Bitte schön)</td>
</tr>
<tr>
<td>Thank You</td>
<td>Danke schön</td>
</tr>
<tr>
<td>Excuse Me</td>
<td>Entschuldigung</td>
</tr>
<tr>
<td>My name is...</td>
<td>Ich heiße...</td>
</tr>
<tr>
<td>What's your name?</td>
<td>Wie heißen Sie?</td>
</tr>
<tr>
<td>Do you speak English?</td>
<td>Sprechen Sie Englisch?</td>
</tr>
<tr>
<td>How are you? / How's it going?</td>
<td>Wie geht es Ihnen? / Wie gehts?</td>
</tr>
<tr>
<td>Would you help me please?</td>
<td>Würden Sie mir bitte helfen?</td>
</tr>
<tr>
<td>What time is it?</td>
<td>Wie viel Uhr ist es?</td>
</tr>
<tr>
<td>What's the weather like?</td>
<td>Wie ist das Wetter?</td>
</tr>
<tr>
<td>How much does...cost?</td>
<td>Wie viel kostet...?</td>
</tr>
<tr>
<td>Where do I find...?</td>
<td>Wo finde ich...?</td>
</tr>
<tr>
<td>Where are the bathrooms?</td>
<td>Wo sind die Toiletten?</td>
</tr>
<tr>
<td>Do you have...?</td>
<td>Haben Sie...?</td>
</tr>
<tr>
<td>Where is...?</td>
<td>Wo ist...?</td>
</tr>
<tr>
<td>Could you please talk more slowly?</td>
<td>Können Sie bitte langsamer sprechen?</td>
</tr>
<tr>
<td>Could you repeat that, please?</td>
<td>Können Sie das bitte wiederholen?</td>
</tr>
</tbody>
</table>
### NUMBERS

<table>
<thead>
<tr>
<th>English</th>
<th>German</th>
<th>English</th>
<th>German</th>
</tr>
</thead>
<tbody>
<tr>
<td>one</td>
<td>ein(s)</td>
<td>eleven</td>
<td>elf</td>
</tr>
<tr>
<td>two</td>
<td>zwei</td>
<td>twelve</td>
<td>zwölf</td>
</tr>
<tr>
<td>three</td>
<td>drei</td>
<td>thirteen</td>
<td>dreizehn</td>
</tr>
<tr>
<td>four</td>
<td>vier</td>
<td>fourteen</td>
<td>vierzehn</td>
</tr>
<tr>
<td>five</td>
<td>fünf</td>
<td>fifteen</td>
<td>fünfhundertzehn</td>
</tr>
<tr>
<td>six</td>
<td>sechs</td>
<td>sixteen</td>
<td>sechszehn</td>
</tr>
<tr>
<td>seven</td>
<td>sieben</td>
<td>seventeen</td>
<td>siebzehn</td>
</tr>
<tr>
<td>eight</td>
<td>acht</td>
<td>eighteen</td>
<td>achtzehn</td>
</tr>
<tr>
<td>nine</td>
<td>neun</td>
<td>nineteen</td>
<td>neunzehn</td>
</tr>
<tr>
<td>ten</td>
<td>zehn</td>
<td>twenty</td>
<td>zwanzig</td>
</tr>
</tbody>
</table>

### GERMAN PHRASES FOR EMERGENCIES

<table>
<thead>
<tr>
<th>English</th>
<th>German</th>
</tr>
</thead>
<tbody>
<tr>
<td>Help!</td>
<td>Hilfe!</td>
</tr>
<tr>
<td>Police!</td>
<td>Polizei!</td>
</tr>
<tr>
<td>Fire!</td>
<td>Feuer!</td>
</tr>
<tr>
<td>Get a doctor!</td>
<td>Holen Sie einen Arzt!</td>
</tr>
<tr>
<td>I am sick.</td>
<td>Ich bin krank.</td>
</tr>
</tbody>
</table>

### ORDERING IN A GERMAN RESTAURANT

<table>
<thead>
<tr>
<th>English</th>
<th>XX</th>
</tr>
</thead>
<tbody>
<tr>
<td>The menu, please.</td>
<td>Die Speisekarte bitte.</td>
</tr>
<tr>
<td>Do you have a menu in English?</td>
<td>Haben Sie eine Speisekarte auf Englische?</td>
</tr>
<tr>
<td>I’d like....</td>
<td>Ich hätte gern....</td>
</tr>
<tr>
<td>I’d like....</td>
<td>Ich möchte gern....</td>
</tr>
<tr>
<td>Could you recommend something?</td>
<td>Könnten Sie etwas empfehlen?</td>
</tr>
</tbody>
</table>
Another (beer) please.  
Noch (ein Bier) bitte.
The check, please.  
Die Rechnung bitte.
A receipt, please.  
Eine Quittung bitte.
Water without carbonation  
Wasser ohne Kohlensaure/gaz
Water with carbonation  
Wasser mit Kohlensaure/gaz
Mineral Water  
Mineral Wasser
Breakfast  
Frühstück
Lunch  
Mittagessen
Dinner  
Abendessen

<table>
<thead>
<tr>
<th>English</th>
<th>German</th>
</tr>
</thead>
<tbody>
<tr>
<td>House</td>
<td>Haus</td>
</tr>
<tr>
<td>Apartment</td>
<td>Wohnung</td>
</tr>
<tr>
<td>Rooms</td>
<td>Zimmer</td>
</tr>
<tr>
<td>Bedrooms</td>
<td>Schlafzimmer</td>
</tr>
<tr>
<td>Living Room</td>
<td>Wohnzimmer</td>
</tr>
<tr>
<td>Kitchen</td>
<td>Küche</td>
</tr>
<tr>
<td>Dining Room</td>
<td>Esszimmer</td>
</tr>
<tr>
<td>Rent</td>
<td>Miete</td>
</tr>
<tr>
<td>Utilities</td>
<td>Dienstprogramme</td>
</tr>
<tr>
<td>Parking</td>
<td>Parkplatz</td>
</tr>
</tbody>
</table>
HEADING 1

HEADING 2

Heading 3

Heading 4

Heading 5

Normal

• List Bullet
• List Bullet