AUSTRIA HANDBOOK

Military Family Services Europe / MFS(E)
Riga-Remote Team
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www.cafconnection.ca / www.connexionfac.ca

Date published: 20 June 2019
Date revised: 22 April 2020
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Greetings From
Your MFS(E) Riga-Remote Team

Your Military Family Services Europe / MFS(E) team wishes to congratulate you and your family on your OUTCAN posting. We would like to be the first to welcome you all to Europe! Did you know that your MFS(E) Riga-Remote team supports more than 350 members, spouses, and children posted to 16 countries throughout Europe?

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

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

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

Our website (www.cafconnection.ca) can be a useful resource for your transition overseas, as it provides information that is location and country specific and provides links to current MFS(E) newsletters, programming, and even overseas job postings for spouses.
Current MFS(E) programs include, but are not limited to:

- Virtual presentations ranging from the **PSP Chalet Program** and Europe Christmas Markets (to name a few)
- Crafts For Kids Mailings (for children 3-9 years old)
- Birthday Cards for Children (up to 18 years of age)
- **Youth Employment Preparation (YEP)** Program (13 to 18 years old)
- **Youth Connect** (helping incoming youth connect to Canadians youth already in Europe)
- **Youth Leadership Conference** (annually for teens 13 – 18 years old)
- **Family Separation & Reunion Services**
- Host Language Training & **Virtual Language Training** (ask us about a Rosetta Stone license for your dependents)
- Virtual Workshops (Including Community Demo and Virtual Travel Forums)
- **Virtual Book Club through Facebook**
- Virtual Coffee mornings
- **Friends on a Journey program for kids**
- ...And so much more!

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

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

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

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

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

Best Regards,

Your MFS(E) Riga/Remote Team
European Advisory Committee

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

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

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

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

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:

- Our Handbooks heavily rely on the time, energy and experiences of our families posted to Europe. For that reason, some sections may be more complete than others.
- 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:

MFSE.RigaRemote@cfmws.com

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

Thank you for your cooperation and attention in this matter.
SOME HELPFUL RESOURCES

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

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

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

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

**CAF Connection Website**
- [https://www.cafconnection.ca/National/Home.aspx](https://www.cafconnection.ca/National/Home.aspx)

**Employment Opportunities while in Europe**
- [https://www.cafconnection.ca/Europe/Programs-Services/Employment.aspx](https://www.cafconnection.ca/Europe/Programs-Services/Employment.aspx)
- [https://www.cafconnection.ca/Europe/Programs-Services/Employment/Civilian-Employment-Opportunities.aspx](https://www.cafconnection.ca/Europe/Programs-Services/Employment/Civilian-Employment-Opportunities.aspx)

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

**Family Information Line (FIL)**

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

**Family Information Line:** 1-800-866-4546, (613) 995-5234  
or toll free in Europe 00800 7711 7722

Overview of Austria:

**Capital:** Vienna

**Language:** German, Hungarian and Slovene

**Border Countries:** Germany, Czech Republic, Slovakia, Hungary, Slovenia, Italy, Switzerland and Liechtenstein

**Population:** 8,857,960 people

**Area:** 83,879 km²

**Time Zone:** UTC+1 (CET) Summer (DST) UTC+2 (CEST)

**Climate:** Ranges between cool/temperate zone where humid westerly winds predominate.

**Currency:** Euro

**Government Type:** Federal parliamentary republic

**Members of:** EU, NATO, OECD, OPEC, OSCE

**Country Code:** AT

**Calling Code:** +43

**Internet TLD:** .at
GEOGRAPHY/POLITICS

Austria is a mountainous country due to its location in the Alps. Austria has boundaries with many countries including: Germany and Czech Republic from the North, Slovakia and Hungary from the East, Italy and Slovenia from the South and Switzerland and Liechtenstein from the West.

62% of the territory is occupied by the Eastern Alps. According to the World Wild Fund, the Austrian territory can be subdivided into four eco-regions: the Central European mixed forest, Pannonian forest, Alps conifer and mixed forest and Western European broadleaf forest.

Population:
Fairly even population distribution throughout the cities and the rural area, but somewhat greater concentrations in the capital. The most recent population estimation for Vienna (2017), places the population at 1,868,000.

CLIMATE

The wooded slopes of the Alps and the small portion of the plains of southeastern Europe are characterize by differing climatic zones. The prevailing wind is from the West, and, therefore, humidity is highest in the West. The wetter western regions of Austria have a Atlantic climate and the Eastern regions are more under the influence of the more continental type of climate with less precipitation.

The median temperature ranges are -1°C in January and 20°C in July for the lowlands. In those regions above 10,000 feet, the temperature range are more between -11°C in January and 2°C in July.

Geography: Mostly mountains

Geographic coordinates: 47°20 N, 13° 20 E

Land Area

- Total: 83,879 km²
- Agricultural land: 1 259 hectares
- Country comparison to the world: 114

Elevation

lowest point: Neusiedler see 115 m
highest point: Grossglockner 3,798 m
Natural Hazards: There is a risk of avalanches, especially following heavy snowfalls, and some have resulted in deaths. Be particularly careful in the alpine areas of Salzburg, Styria, Tyrol and Vorarlberg.

Heavy rains may occur in the spring and summer, sometimes resulting in flooding and mudslides.

Information retrieved from: https://travel.gc.ca/destinations/austria

LANGUAGES

The official language of Austria is German. Some people also speak Hungarian, Slovene, Burgenland and Croatian. It is generally easy to be served in English in Vienna and in some of the larger cities in Austria. Most Austrians will have a functional understanding of English. French speakers are not very common.

Learning the Language

The ability to speak and understand your host nation's language will ensure your European post is as rewarding as possible. It will make day-to-day life such as grocery shopping and banking easier. It will also be easier to connect and build friendships and ensure your cultural experience is more enriching.

Rosetta Stone is the world’s number one language-learning program. We offer Rosetta Stone licences to Canadian Armed Forces Military Spouses. If you are interested in Host Language Training, contact the Military Family Services (Europe) Virtual Programs Coordinator at mfse.virtualprograms@cfmws.com.

Besides Rosetta Stone, there are options to take classes at your local centre or on the economy. There are also various online resources available. Please see the Host Language Document:

- https://www.cafconnection.ca/getmedia/7370f595-6269-4a8d-a6a1-4a91c1206c1c/Host-Language-Information_2018EN.pdf.aspx

or contact your Virtual Programs Coordinator for more information.

RELIGION

An estimated three-fourths of Austrians are Christian and a majority of them are Roman Catholic. There are smaller groups of Protestants (Lutherans) and Orthodox Christian, as well as people of other faiths. More than one-tenth of the population is non-religious.
COST OF LIVING

In 1999 Austria was among the first European countries to adopt the EURO as its official currency. The overall cost of living in Austria, is a little bit cheaper for a Canadian, but keep in mind the conversion rate between Euro and the CAD dollar.

Rent in Austria is around 55% lower than in Canada (average data for all cities).

However, living in Vienna could be more expensive. Do you research and check out:

https://www.numbeo.com/cost-of-living/in/Vienna

For a country cost comparison, please see examples of priced items in Austria here: https://www.numbeo.com/cost-of-living/country_result.jsp?country=Austria

Keep in mind that most items and services will be more expensive in major cities, such as Vienna, Innsbruck, Linz and Graz.

CANADIAN/EXPAT COMMUNITY

Embassy of Canada
Laurenzerberg 2, (3rd floor)
A-1010, Vienna, Austria

Telephone: +43 (1)531-38-3000
Fax: +43 (1) 531-38-3321
Email: vienn@international.gc.ca
Website: https://www.canadainternational.gc.ca/austria-autriche/contactez.aspx?lang=eng

CULTURAL NUANCES, ETIQUETTE AND TRADITIONS

Austria have a beautiful and amazing cultural history. Austria was the birthplace for a lot of famous composers such as: Joseph Haydn, Michael Haydn, Franz Schubert, Johann Strauss. The most of the career of Wolfgang Amadeus Mozart was spent in Vienna. There are also many famous Austrian painters, photographers, architects, actors, film directors, authors and novelists that are recognized worldwide.

Cattle procession “Almabtrieb” is an annual event in the Alpine region of Austria. Come end of August / September cattle that usually spends the summer up in the Alps are being escorted down into the valley. The most beautiful part is by far the the colorful decorations
of the cattle. This processions ends with festivities in town-great events that are not to be missed.


**FOOD**

Austrian cuisine is recognized for its well-balanced variations of beef and pork and countless variations of vegetables. Typical Austrian dish included Wiener Schnitzel and Tafelspitz which is a boiled veal or beef in broth served with a mix of minced apple and horseradish. Austrians are known for their hot chocolates and desserts. One of the most famous dessert is the strudel. The Apfelstrudel is one with the apple filling.

**PUBLIC HOLIDAYS**

Information retrieved from: https://www.edarabia.com/austria/public-holidays/

As a predominantly Roman Catholic country, Austria celebrates all the major Christian holidays.

**New year’s day - January 1st**

One Austrian tradition in the new year is the performances of the “Perchten”. Located in the Tirol and SalzburgerLand, Perchten are traditional Alpine figures connected to the mythical goddess Perchta. There are a “beautiful” and a ”ugly“ Perchten who go in the village for chasing the winter spirits.

**Easter**

Easter in Austria is very colorful and beautiful. You can go to a Easter market and experience the music, the colorful eggs and the special food for that event.

**Whit Monday**

Is the holiday celebrated the day after Pentecost. Pentecost is a religious holiday observed on the 50th day after Easter in memory of the Jewish Pentecost which took place fifty days after Passover.

**Corpus Christi Day**

The Corpus Christi is a Catholic liturgical solemnity celebrating the real presence of the body and the blood of Jesus Christ. It is a holiday in Austria.

**The Assumption Day - August 15th**

Every church organizes celebration of the Assumption of the Blessed Virgin Mary (August 15).

**National Holiday- October 26th**

The Austrian National day celebrated on October 26 and remembers the political developments after World War II.

**Christmas Eve - 24 December**

The Christmas tree plays a very important role and each town have their own Christmas tree. Traditional tree is decorating with gold and silver and with a lot of different ornaments. You can find nuts, candy, sweet and cookies in the Christmas tree. Around 7:00 pm, on Christmas Eve, the families lit up for the first time their Christmas tree and sing together Christmas carols. One of the favorite is: "Silent Night" by Josef Mohr and Franz Gruber.

**Christmas - December 25th and 26th**

Following the peaceful Christmas Eve and magical night, comes the joyous, happy and generous Christmas Day (December 25-26). The Christmas spirit permeates every home, the streets and squares, where many concerts, performances, events for the whole family take place.

**NEWS**

**The Local**

This is an English-language news site that delivers up-to-date local news, politics, economy,
foreign affairs and opinion.

Website: https://www.thelocal.at

Austria Times
This news website covers events, happenings and breaking news in Austria including international news.
Website: www.austriantimes.at

Vienna Review
Online news site covering local news, events and information significant to the city.
Website: www.viennareview.net

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

Police (Emergency) ........................................ 133
Ambulance (Emergency) ................................. 144
Fire............................................................. 122
General emergency number ......................... 112
CFSU(E) Duty Officer ....................................... +49 (0) 1725 345 900
CFSU(E) Chaplain ............................................ +32 (0) 65 44 6179
Embassy of Canada ........................................... +43(1)531-38-3000
GETTING SETTLED

MAKING PHONE CALLS

Calling Within Europe

Country code Austria: +43

There is no standard way to write a European 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).

So...when dialing within the country you’re in, you do not need the exit code and country code (+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!

Calling Outside of Austria

The exit code for calling out of the country in Europe is 00. You then follow that with the country code, area code, and 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 use the “+” on your mobile phone as the exit code, and your phone should pick up the right exit code, no matter what country you’re in!

Calling Canada from Austria

The country code for Canada and the United States is 1. Dial the exit code (00) then the country code (1) then the number.

00 - 1 - area code - seven-digit number
Calling Austria from Canada

The exit code in Canada is “011”

011 -

Some Country Codes:

<table>
<thead>
<tr>
<th>Country</th>
<th>Code</th>
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<tbody>
<tr>
<td>Lithuania</td>
<td>370</td>
</tr>
<tr>
<td>Belgium</td>
<td>32</td>
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<tr>
<td>Czech Republic</td>
<td>420</td>
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<tr>
<td>Estonia</td>
<td>372</td>
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<td>Switzerland</td>
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<tr>
<td>Turkey</td>
<td>90</td>
</tr>
<tr>
<td>United Kingdom</td>
<td>44</td>
</tr>
</tbody>
</table>

Summary:

To dial a number within Austria

0 711 1234567

To dial a Austrian number from elsewhere in Europe

+43 5 249 0950

or

00 43 5 249 0950

To dial a number outside Austria

+33 121 1234567

or

00 33 121 1234567

To dial Canada from Austria

00 1 613 5551234

To dial Austria from Canada

011 43 5 249 0950

Toll Free and Charges for Calls

Per minute charges for calls

Check your phone contract, both land line and cell phone. Many families have been surprised by charges on their bill for calls they thought were “free” or included. Depending on your contract, you may end up paying per minute for local calls. It is common for calls to be free to numbers with the same provider, but not always. Some contracts charge for calls to cell phone numbers, but land lines may be included. The same applies to long distance – if you get a plan that includes calling to Canada, that may only include calls to land lines.
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 most of Europe.

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 or per call. Costs will vary.

WHERE TO LIVE

Vienna is a city of neighborhoods. The Bezirke (districts) of the city are numbered and named, and are often defined by their small pockets that the Viennese call Grätzl. The city gets its multi-faceted personality form its districts that wrap around the 1st district like a snail’s shell, and choosing your district can often define your lifestyle in the city.

If you want more information on the districts, please consult this link: 

Please note that this section is currently being developed. If you have questions, contact us at MFSE.RigaRemote@cfmws.com; we are happy to assist you with your new posting. If you have further information to add, please let us know. We are always open to suggestion.

HOUSES AND REALTORS

According to the “Vienna expat survival guide” you need to be prepared to dedicate some serious time to find a house. With over 50% of the city dedicated to state-housing, the private rent market is small and competitive. Finding a Wohnung (apartment) in Vienna in the area you want requires patience and charm (directed at the real estate agent).

Useful vocabulary for apartment hunting in Vienna
Provision = real estate agent’s commission
Kaution = Security deposit
Altbau = a classy old building built before the war
Neubau = modern apartment complexes
Kalt = without gas and water costs in the rent price
Warm = with everything except electricity included in the rent price
Miete = rent
'Befristeter' or 'unbefristeter' Mietvertrag = a Befristeter Mietvertrag is a limited or short term rental contract. A standard one of these is limited typically to 3 years. Unbefristeter Mietvertrag means you can stay in the apartment for as long as you like. Rent will often be cheaper when the contract is befristet.

The top websites to look for an apartment
+ Willhaben
+ Der Standard
+ Immobilienscout24

BASE INFORMATION

The families posted to Vienna work at the Canadian Embassy.

Embassy of Canada - Austria
Laurenzerberg 2, (3rd floor), A-1010 Vienna, Austria

General enquiries
General enquiries, questions or comments.

Telephone: +43(1)531-38-3000
Fax: +43(1)531-38-3321
Email: vienn@international.gc.ca

Consular services
We provide consular assistance to Canadian citizens during regular office hours. sos@international.gc.ca offers emergency services after office hours.

Telephone: (225)20-30-07-00
Fax: (613)943-1054

HOUSING

Please speak to your point of contact at the Canadian Embassy for help with housing and rentals. Houses and / or apartments may already be available for different family sizes.

RENTING AN APARTMENT

Please speak to your point of contact at the Canadian Embassy for help with housing and rentals. Houses and / or apartments may already be available for different family sizes.
RELIGIOUS SERVICES

Here's you can find information on religious services and meetings of different religious organizations:

https://www.wien.info/en/vienna-for/religious-services

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POST OFFICE

Austrian Post is the company responsible for postal service in Austria. Austrian post is the largest postal services provider in the territory of Austria. There are 1,802 postal service points and 308 pick-up stations all around the country in 2017. The services provided by Austrian Post are used for sending almost 728 million letters in 2017.

Austria Post Contact Information:
Tel: +43 (0)577 67 0
Email: info@post.at

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

**AIR TRAVEL**

There are four major airports in Austria, the largest being the Vienna Airport. The others are Salzburg Airport, Innsbruck Airport, and Graz Airport. The other smaller airports have paved runways are only able to accommodate small, domestic flights. In Vienna, about 70 airlines are operating.


**PORTS**

Austria has four ports, Vienna, Krems, Enns and Linz.

**PUBLIC TRANSIT**

Vienna's comprehensive and unified public transport network is one of the most efficient in Europe. Flat-fare tickets are valid for trains, trams, buses, the underground (U-Bahn) and the S-Bahn regional trains. Services are frequent and you rarely have to wait more than 10 minutes.

Transport maps are posted in all U-Bahn stations and at many bus and tram stops. Free maps are available from [Wiener Linien](https://www.wienerlinien.com/en), located in U-Bahn stations. The Karlsplatz, Stephansplatz and Westbahnhof information offices are open 6.30am to 6.30pm Monday to Friday and 8.30am to 4pm Saturday and Sunday. Those at Schottentor, Praterstern, Floridsdorf, Philadelphiabrücke and Erdberg are closed at weekends.

There are transport maps available at tourist offices.

**TRAINS & BOATS**

Vienna’s network of S-Bahn and U-Bahn is efficient and very affordable. You can also travel in train all around Austria.

There are also a number of trains from Austria to other neighbouring countries. Traveling by train in Austria is easy, affordable and convenient.

OBB Train Website: [https://www.oebb.at/en/](https://www.oebb.at/en/)

Here’s the link to a website with a great deal of information about travelling by train in Austria: [https://www.lonelyplanet.com/austria/transport/getting-around/train](https://www.lonelyplanet.com/austria/transport/getting-around/train)

**TAXIS**

Taxis are reliable and relatively cheap by Western European standards. City journeys are metered; the minimum charge is roughly €3.80 from 6am to 11pm Monday to Saturday and €4.30 any other time, plus a per kilometre fee of €1.42. A telephone reservation costs an additional €2.80. A tip of 10% is expected. Taxis are easily found at train stations and taxi stands all over the city. To order one, contact Taxi 40100 or 60160 Taxi. These accept common credit and debit cards (check before hopping in, though). Uber (www.uber.com) operates in Vienna.


**HOTELS**

Hotels in Vienna are plentiful. Please consult websites such as Booking.com for more information. Booking.com: [https://www.booking.com/city/at/vienna.html](https://www.booking.com/city/at/vienna.html)

**TRAVEL ADVISORIES**

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

Carry a valid Canadian passport, whether you are travelling in any other foreign country. A Canadian passport is the only reliable and universally accepted travel and identification document available to Canadians for the purpose of international travel. When you make purchases with a credit or debit card, your passport will be required to verify your identity.
Exercise normal safety precautions. Ensure that your personal belongings, passport and other travel documents are secure at all times. Keep a copy of your passport identification page, driver’s license, train or airline tickets, and credit cards. Safeguard the originals. Be advised that many countries require visas in advance either for official or vacation travel. It is recommended you research the policy for each country prior to travel. For the most updated information please visit: https://travel.gc.ca/travelling/advisories

Travel Advisory UK:  
https://www.gov.uk/foreign-travel-advice/austria

Travel Advisory US:  
https://travel.state.gov/content/travel/en/international-travel/International-Travel-Country-Information-Pages/Austria.html

European Commission Country Reports (2019)  
https://travel.state.gov/content/travel/en/international-travel/International-Travel-Country-Information-Pages/Austria.html

CIA World Factbooks (One Pagers from US)  

Living Abroad (from Gov.UK)  
https://www.gov.uk/guidance/living-in-austria
ADMINISTRATION

BANKING

Local Currency: The Euro

In 1999, Austria adopted Euro €, as its currency. Euro is divided into 100 Euro cents. There are banknotes of 5, 10, 20, 50, 100, 200, 500 and coins of 1, 2, 5, 10, 20, 50 Eurocents and 1, 2 Euro. Euro is used in many European countries and the banknotes are similar everywhere, lacking any Austrian details.

The top banks in Austria are:
UniCredit Bank Austria
Erste Group Bank
RZB Group
BAWAG P.S.K.
Raiffeisen Bank Niederösterreich
OberBank AG
HYPO NOE Gruppe
Raiffeisen-Landesbank Steiermark

Bank that offer service for expats:
Bank Austria
Erste Group Bank
Raiffeisen Zentralbank

Bank Accounts and Financial Considerations

How to open a bank account in Austria: https://www.b2bpay.co/how-open-bank-account-austria
Bank Cards / Credit Cards

Please note that this section is currently being developed. If you have questions, contact us at MFSE.RigaRemote@cfmws.com; we are happy to assist you with your new posting. If you have further information to add, please let us know. We are always open to suggestion.

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 Europe. 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 European accounts. Transferwise.com and XE.com are both worth looking at for this.

INSURANCE

Occupants are encouraged to carry personal property insurance as well as public liability insurance which will protect them against claims by third parties.
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:

**Spouses of Canadian Government Employees on Foreign Assignment – Residency Status for Tax Purposes**

The purpose of this document is to provide general residency information for the spouses of employees of the Department of National Defence (“DND”)/members of the Canadian Armed Forces (“CAF”) and Department of Foreign Affairs, Trade and Development (“DFATD”) 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.

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).

For further information with respect to the determination of an individual’s residence status, please consult CRA’s Income Tax Folio S5-F1-C1 available at: http://www.cra-arc.gc.ca/tx/tchncl/ncmtx/fls/s5/f1/s5-f1-c1-eng.html

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/tx/nnrsdnts/ndvdls/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

Please note, MFS(E) strongly encourages you to do your own research regarding educational institutions for your children, based on their abilities and needs. The following is a list of international schools in the city of your OUTCAN posting. If you have questions regarding the curriculum, entitlements or other important questions, please contact the school directly or contact the Children's Education Manager for Europe: CEMGEE@forces.gc.ca

Other CEM contacts:
https://www.cafconnection.ca/National/Programs-Services/Children-s-Education-Management/Contact-(CEM).aspx

General information on Education and Training:
Did you know that MFS(E) provides short-term Emergency or respite child care?
To learn more about it, please click here.
For a complete list of child & youth programs through MFS(E), please consult our website.
Children's Education Allowances: +49(0) 2451-717-138

PETS

Please note that this section is currently being developed. If you have questions, contact us at: MFSE.RigaRemote@cfmws.com; we are happy to assist you with your new posting. If you have further information to add, please let us know. We are always open to suggestion.

Pets are part of the family but bringing them with you can be challenging. International requirements vary from country to country, so it’s critical to work with quality international pet transport companies that are up-to-date with current import regulations. Make a pet packing checklist with our Have pet, will travel article.

Moving pets may be simpler within Europe, but make sure that your pet has an official EU Pet Passport that shows your trusty companion has obtained the necessary medical checkups and vaccinations to cross borders safely. Also, be aware of varying pet relocation laws, even within the EU.

If you choose to bring a pet into your family after relocation, then check out how things work in your new country, such as whom to call should your pet go missing and the best places to choose pets. Dog and cat homes, for instance, may be a better bet than buying from another source.

Understand the rules about pets in your country, such as cleaning up after your dog, and make sure you comply. Don’t always do as the locals do, as this may not endear you to your neighbours! Understand how pets are viewed in your new country of residence. You may find the local attitudes to pets and animals in general differ widely from your own.

Helpful resources about bringing pets into Europe:
https://www.petrelocation.com/country/europe
https://www.pettravel.com
For information regarding importing pets into Canada (when you return), please visit the following link:

http://www.inspection.gc.ca/animals/terrestrial-animals/imports/policies/live-animals/pets/eng/1326600389775/1326600500578

POSTAL SERVICES

PERSONAL MAIL

Canadian Forces Post Office

Your postal address in Belleville will be:

(name)
RP
PO Box xxxx 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 xx, CFPO xxxx
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.
HEALTH SERVICES

Canadians who live in Austria are covered by the local health care system. You can choose from the publicly funded care or the private health system. Some individuals choose to completely pay for their own care up front. Hospital and clinic can be either state-run or privately run. Health care standards in Austria are excellent.

GENERAL

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

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

+49 2451 717 301

GKMedicalClinic@forces.gc.ca

Facebook page: https://www.facebook.com/GKMedicalClinic/?ref=br_rs

Social Workers

- Capt Martin Laferrière-Simard - Social Worker (Military Members)
  martin.laferrieresimard@forces.gc.ca
- Myriam Chebat - Social Worker (Family members / dependents)
  chebat.myriam@cfmws.com or Myriam.Chebat@Forces.gc.ca

Immunizations For an up to date list of required immunizations for your location, please contact Tel: +49 2451 717 305

Pharmacy Services Tel: +49 2451717 308

I Dental Unit Detachment Geilenkirchen

Canadian Forces Support Unit (Europe), Selfkant-Kaseme
Quimperlestrasse I 00, 5251 I Geilenkirchen, Germany
Clinic Phone Number: +49 (0) 2451 717 330 (leave voicemail if no answer).
EMERGENCY NUMBERS

Austrian’s country code (+43)
Police  133
Fire  122
Ambulance  144
Canadian Embassy in Austria: + 43 1 531383000

HOSPITALS

Vienna General Hospital
This is the largest and oldest hospitals in the city.
Address: Währinger Gürtel 18-20, 1090 Wien, Austria
Tel: +43 1 404000
Website: www.akwien.at

Rudolfinerhaus
This is private hospital located in a residential area in Vienna. Their service include gynecology, heart surgery, nuclear medicine and more.
Address: Billrothstraße 78, 1190 Wien, Austria
Tel: +43 1 360360
Website: www.rudolfinerhaus.at

Hospital information retrieved from: https://www.expatwoman.com/global/austria#health

PHARMACEUTICAL SERVICES

The German word for pharmacy is Apotheke. Pharmacies in Vienna take turns operating at night and at weekends, and the list of pharmacies open 24 hours on any given day of the week is posted outside each pharmacy as well as at www.apotheke.or.at Medicines can only be purchased at pharmacies and are not available in drugstores (drogerie), and most medicines require prescriptions.
DENTAL CLINICS

Top 10 dental clinics and hospitals in Vienna:

https://gcr.org/top/dental/at/vienna/vienna?page=1&per_page=16&sort=score&order=desc

Dental Clinic in GK (for questions concerning CAF members)

I Dental Unit Detachment Geilenkirchen
Canadian Forces Support Unit (Europe), Selfkant-Kaseme
Quimperlestrasse I 00, 5251 I Geilenkirchen, Germany
Clinic Phone Number: +49 (0) 2451 717 330 (leave voicemail if no answer)

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

Or, 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:
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 conditions are generally good in Austria. Mountain roads are often narrow and covered with snow and ice during the winter. Roads may close due to avalanches in the winter months. Carry tire chains in the car if you intend to use mountain roads.

Information retrieved from: https://travel.gc.ca/destinations/austria

DRIVER’S LICENCE

EU and EEA nationals can use their driving licenses in Austria. For foreigners non included in the EU and EEA, you will need an international driving license along with their domestic license.

For detailed information on driving licenses:
www.help.gv.at/Portal.Node/hlpd/public/content/139/Seite.1390000.html

Canadians can apply for an international license before leaving Canada - an International Driver's Permit (IDP). You can get one through CAA before leaving Canada, they are valid for one year so do not forget to renew.

https://www.caa.ca/travelling/international-driving-permit/
# INFORMATION ON DRIVER’S LICENCE IN CANADA AND RENEWAL

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<tr>
<th>Province</th>
<th>Mailing Address</th>
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<tr>
<td>Alberta</td>
<td>Alberta Transportation Main Floor- Twin Atria 4999-98 Ave Edmonton, AB T6B 2X3</td>
<td>(780) 310-0000&lt;br&gt;Outside AB: (780) 427-8230</td>
<td>Government of Alberta&lt;br&gt;Ministry of Transportation: Drivers &amp; Vehicles</td>
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<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&lt;br&gt;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>
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<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&lt;br&gt;Fax: (204) 954-5338&lt;br&gt;or Toll Free in NA: (800) 665-2410</td>
<td><a href="http://residents.gov.mb.ca/reference.html?d=details&amp;amp;program_id=304">http://residents.gov.mb.ca/reference.html?d=details&amp;amp;program_id=304</a></td>
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<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>
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<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.gs.gov.nl.ca/drivers.html">http://www.gs.gov.nl.ca/drivers.html</a></td>
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<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&lt;br&gt;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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<td>Box 1000 Station 1575 Iqaluit, NU X0A 0H0</td>
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<td></td>
<td>Ferguson Block, 3rd Floor Toronto, ON M7A 1Z8</td>
<td>Toll Free: (800) 387-3445</td>
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<td></td>
<td>Fax: (416) 235-4414</td>
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<tr>
<td>Island</td>
<td>Charlottetown, PE C1A 7N8</td>
<td>Fax: (902) 368-5236</td>
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<td></td>
<td>Jean-Lesage Quebec, PQ G1K 8J6</td>
<td>Montreal, PQ: (514) 873-7620</td>
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<tr>
<td></td>
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<td>Toll Free in PQ: 1 (800) 361-7620</td>
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<tr>
<td>Saskatchewan</td>
<td>Saskatchewan Government Insurance (SGI), Licensing and Registration Services</td>
<td>(306) 775-6900</td>
<td><a href="http://www.sgi.sk.ca/individuals/index.html">http://www.sgi.sk.ca/individuals/index.html</a></td>
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<tr>
<td></td>
<td>2260 11th Avenue Regina, SK S4P 0J9</td>
<td>Toll Free: (800) 667-9868</td>
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<td></td>
<td>Y1A 5W1</td>
<td>Fax: (867) 393-6220</td>
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<td>Toll Free: (800) 661-0408 ext. 5315</td>
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<tr>
<td>Canada</td>
<td>330 Sparks St Ottawa, ON K1A 0N5</td>
<td>Toll Free: (866) 995-9737</td>
<td></td>
</tr>
</tbody>
</table>
ROADWORTHINESS TEST / SAFETY / CAR INSURANCE

Please note that this section is currently being developed. If you have questions, contact us at MFSE.RigaRemote@cfmws.com; we are happy to assist you with your new posting. If you have further information to add, please let us know. We are always open to suggestion.

VEHICLE REGISTRATION

Registration rules

If you have your main residence in Austria, you may use your car or trailer with foreign number plates only for one month. The one-month period starts when the vehicle is first imported into the country. A temporary removal of the vehicle from Austria does not interrupt this period. A one-month extension is possible if there are convincing arguments as to why you couldn’t register your car on time. No further extension is possible.

When the registration periods expires, you have to hand in your registration certificate and foreign number plates to the relevant regional police headquarters or district authorities. From then on, you must use Austrian number plates, for which an Austrian car registration is required. If you fail to register your car on time, you will need to pay penalties.

Information retrieved from:

EMISSION STICKER

Emission stickers are required in Austria.

European Green Zones

Germany (58 zones), France (28 zones), Belgium (3 zones), Denmark (5 zones), and Austria (6 zones) have Green Zones and corresponding stickers. If you will be driving in the Green Zones of those countries, you may need a sticker for your car. You can order a sticker for your vehicle from the links in this website:

https://www.green-zones.eu/en.html
ITEMS IN YOUR CAR

The following items are useful and should be carried in your vehicle:

- Proof of identity – certified true copy of passport is always best.
- Proof of Insurance
- First aid kit (to include 2 pairs of disposable gloves).
- Warning triangle
- Reflective vests for any passengers who leave the vehicle; e.g. when stranded by the side of the road. One vest per seat is required
- A disposable camera or a small digital camera in your accident kit (optional)
- International Driver’s License (you can get this from CAA before departing Canada)

Traffic Office in GK:
+CFSUEFE@forces.gc.ca (Traffic Section)
+49 (0) 2451 717 119
+49 (0) 2451 717 136


BIKING/MOPED

Please note that this section is currently being developed. If you have questions, contact us at MFSE.RigaRemote@cfmws.com; we are happy to assist you with your new posting. If you have further information to add, please let us know. We are always open to suggestion.
MOTORCYCLES

When driving two-wheeled vehicles, the wearing of helmets is compulsory in Austria. While driving, the dimmed headlight must be turned on even during the day. Toll stickers are compulsory.

Information retrieved from: https://www.austria.info/en/service-and-facts/getting-there-around/by-car

PARKING

There are different parking zones in Vienna.


Here is a helpful link to better understand the parking zones in Vienna:


TOLLS

Highway travel requires that you purchase an autobahn vignette (similar to a toll) sticker. You must affix the sticker to the car’s windshield. You can purchase a vignette at all major border crossing, major gas stations and small tabak (tobacco) shops located throughout Austria. Failure to comply can result in heavy fines that you must pay on the spot.

Information retrieved from: https://travel.gc.ca/destinations/austria

DRIVING SPEED

- 50 km/h in town
- 100 km/h in Open Road
- 130 km/h in Motorway

Speed Cameras

Austria does use speed cameras.
SAFETY BELTS AND CHILD SEATS

It is mandatory to wear seat belts in Austria. Children under 12 years old and less than 1,50m in height must use special belts adapted to their size.

Information retrieved from: https://www.austria.info/us/basic-facts/getting-there-around/austria-by-car/driving-regulations-in-austria

MOBILE PHONES

It is prohibited to use a mobile phone while driving without "hands free" equipment.

WINTER TIRES

Winter tyres are compulsory on cars from 1 November to 15 April.

Alternatively, all-season tires are also acceptable during the winter season. Snow chains are not required but must be carried in areas under advisory. Snow chains on summer tires – as an alternative to winter tires - are only accepted if the entire road is heavily covered with snow and no damage to the road is caused by the snow chains. These winter provisions are strictly enforced and control points are common.

Information retrieved from: https://www.austria.info/us/basic-facts/getting-there-around/austria-by-car/driving-in-winter

ALCOHOL AND NARCOTICS

The legal limit for drivers is 0,5 mil of alcohol in your system in Austria.

ROADSIDE ASSISTANCE / IF INVOLVED IN A CAR ACCIDENT

Traffic accidents involving injury to persons must immediately be reported to the police: accidents involving material damage must only be reported when mutual identity has not been established. The ÖAMTC and ARBÖ Automobile Club operate a 24-hour emergency breakdown service, which may be utilized by anyone (non-members must pay a fee)
BUYING OR SELLING A CAR

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.
INTERNET/TELEVISION/MOBILE PHONE

INTERNET

Different internet providers are available. Here’s a link to a list of providers in Austria:
https://isp.today/en/list-of-all-services/AUSTRIA

Voice over Internet Protocol (VoIP) Phones

Several Canadian families have used a VoIP phone, and this is worth investigating before leaving Canada (so you can keep your number).

With a VoIP phone, you can keep a Canadian phone number. This has a few benefits. Your family and friends can call you, and you can call them, without overseas long-distance charges. Besides cost, it is also less confusing for people who may not be used to European calling (like elderly parents). Keeping a Canadian phone number also can help when completing online forms, banking, registering on Canadian websites etc. And finally, if you want to keep a phone number for continuity, you can move a number to a VoIP provider when you move OUTCAN, then move the same number back to a Canadian provider when you return.

Which provider to use? There are several, with varying costs and services. MagicJack and Vonage are two of the big companies, but many other VoIP providers are out there.

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 adapter, 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 multiple 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**

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APPLIANCES

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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

It is safe to drink tap water in Vienna, Austria. The tap water quality in Vienna exceeds the federal health-based drinking water standards. Vienna’s water runs from the mountain springs in the Styrian/Lower Austrian Alps and reaches the Austrian capital city 36 hours later, without pumps and under the strictest regulations.

Follow the link for more information regarding water quality in Austria: https://www.canyoudrinktapwaterin.com/vienna-tap-water/

GARBAGE AND RECYCLING

Please note that this section is currently being developed. If you have questions, contact us at: MFSE.RigaRemote@cfmws.com; we are happy to assist you with your new posting. If you have further information to add, please let us know. We are always open to suggestion.
METRIC CONVERSION

Oven Temperature

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

Cup & Spoon Equivalents

COOKING CONVERSION CHART

<table>
<thead>
<tr>
<th>CUP</th>
<th>ONCES</th>
<th>MILLILITERS</th>
<th>TABLESPOONS</th>
<th>FAHRENHEIT</th>
<th>CELSIUS</th>
</tr>
</thead>
<tbody>
<tr>
<td>8 cup</td>
<td>64 oz</td>
<td>1895 ml</td>
<td>128</td>
<td>100 °F</td>
<td>37 °C</td>
</tr>
<tr>
<td>6 cup</td>
<td>48 oz</td>
<td>1420 ml</td>
<td>96</td>
<td>150 °F</td>
<td>65 °C</td>
</tr>
<tr>
<td>3 cup</td>
<td>40 oz</td>
<td>1180 ml</td>
<td>80</td>
<td>200 °F</td>
<td>93 °C</td>
</tr>
<tr>
<td>4 cup</td>
<td>32 oz</td>
<td>960 ml</td>
<td>64</td>
<td>250 °F</td>
<td>121 °C</td>
</tr>
<tr>
<td>2 cups</td>
<td>16 oz</td>
<td>480 ml</td>
<td>32</td>
<td>300 °F</td>
<td>150 °C</td>
</tr>
<tr>
<td>1 cup</td>
<td>8 oz</td>
<td>240 ml</td>
<td>16</td>
<td>350 °F</td>
<td>180 °C</td>
</tr>
<tr>
<td>3/4 cup</td>
<td>6 oz</td>
<td>177 ml</td>
<td>12</td>
<td>375 °F</td>
<td>190 °C</td>
</tr>
<tr>
<td>2/3 cup</td>
<td>5 oz</td>
<td>158 ml</td>
<td>11</td>
<td>400 °F</td>
<td>200 °C</td>
</tr>
<tr>
<td>1/2 cup</td>
<td>4 oz</td>
<td>118 ml</td>
<td>8</td>
<td>425 °F</td>
<td>220 °C</td>
</tr>
<tr>
<td>3/8 cup</td>
<td>3 oz</td>
<td>90 ml</td>
<td>6</td>
<td>450 °F</td>
<td>230 °C</td>
</tr>
<tr>
<td>1/3 cup</td>
<td>2.5 oz</td>
<td>79 ml</td>
<td>5.5</td>
<td>500 °F</td>
<td>260 °C</td>
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<tr>
<td>1/4 cup</td>
<td>2 oz</td>
<td>59 ml</td>
<td>4</td>
<td>525 °F</td>
<td>274 °C</td>
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<tr>
<td>1/8 cup</td>
<td>1 oz</td>
<td>30 ml</td>
<td>3</td>
<td>550 °F</td>
<td>288 °C</td>
</tr>
<tr>
<td>1/16 cup</td>
<td>1/2 oz</td>
<td>15 ml</td>
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<table>
<thead>
<tr>
<th>IMPERIAL</th>
<th>METRIC</th>
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</thead>
<tbody>
<tr>
<td>1/2 oz</td>
<td>15 g</td>
</tr>
<tr>
<td>1 oz</td>
<td>29 g</td>
</tr>
<tr>
<td>2 oz</td>
<td>57 g</td>
</tr>
<tr>
<td>3 oz</td>
<td>85 g</td>
</tr>
<tr>
<td>4 oz</td>
<td>113 g</td>
</tr>
<tr>
<td>5 oz</td>
<td>141 g</td>
</tr>
<tr>
<td>6 oz</td>
<td>170 g</td>
</tr>
<tr>
<td>8 oz</td>
<td>227 g</td>
</tr>
<tr>
<td>10 oz</td>
<td>283 g</td>
</tr>
<tr>
<td>12 oz</td>
<td>340 g</td>
</tr>
<tr>
<td>13 oz</td>
<td>387 g</td>
</tr>
<tr>
<td>14 oz</td>
<td>397 g</td>
</tr>
<tr>
<td>15 oz</td>
<td>425 g</td>
</tr>
<tr>
<td>1 lb</td>
<td>453 g</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, Natalie MacLellan at MFSE.EmploymentEducationTraining@cfmws.com.
JOB POSTINGS

Civilian employment opportunities are published regularly on the CAF Connection Website:

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

LOCAL EMPLOYMENT

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/Youth-Employment-Preparation-Program.aspx
EDUCATION

Please note, MFS(E) strongly encourages you to do your own research regarding educational institutions for your children, based on their abilities and needs. The following is a list of international schools in the city of your OUTCAN posting. If you have questions regarding the curriculum, entitlements or other important questions, please contact the school directly or contact the Children's Education Manager for Europe: CEMGEE@forces.gc.ca

Other CEM contacts:

https://www.cafconnection.ca/National/Programs-Services/Children-s-Education-Management/Contact-(CEM).aspx

General information on Education and Training:


SCHOOLS

International School

American International School in Vienna

The American International School • Vienna provides comprehensive opportunities for learners from across the globe. They intentionally nurture students in an inclusive school environment.

Curriculum: American, International Baccalaureate

Address: Salmannsdorfer Straase 47, A-1190 Vienna, Austria

Tel: +43 1 40132
Fax: +43 1 401325
Email: info@ais.at
Website: http://www.ais.at
International Christian School Of Vienna

The International Christian School of Vienna, provides high-quality, individualized education, equipping students with Christians character to impact the nations of the world.

Curriculum: American, International Baccalaureate

Address: Wagramer Strasse 175, Panethgasse 6a, A-1220 Wien, Austria

Tel: +43 1 251 220

Fax: +43 1 25122 518

Email: office@icsv.at

Website: www.icsv.at

Vienna International School (VIS)

Address: Straße der Menschenrechte 1, 1220 Vienna, Austria

Tel: +43 1 203 5595

Fax: +43 1 203 0366

Email: visinfo@vis.ac.at

Website: www.vis.ac.at

IMMUNIZATION

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

Canadian Travel Recommendations:
Austria have tick-borne encephalitis in some regions. Canada can’t really provide you with the vaccine before your departure but you can go to your medical clinic once you’ve arrived and ask for it if you need, when in Austria.

**DISTANCE EDUCATION**

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**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.cafconnection.ca/Europe/Programs-Services/Education-Training/Academic-Scholarship.aspx](https://www.cafconnection.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](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

Tourism Austria: https://www.austria.info/en

FAMILY LIFE AND RECREATION

Approximately 50 per cent of Vienna is green space. A large part of these green areas are free for public use.

Check out what nature has to offer in Vienna: https://www.wien.gv.at/english/environment/parks/

Vienna is one of the richest cultural hubs for adults. Do not forget the kids- there is plenty to keep them entertained as well!

https://blog.viennapass.com/top-10-things-to-do-in-vienna-with-the-kids/?aid=660&gclid=EAIaIQobChMIrcDT-dOR5wIVBJyzCh2U4QGrEAAYAiAAEgJuVPD_BwE

LOCAL ATTRACTIONS

Visit the Belvedere in Vienna and admire the most important collection of Austrian art from the Middle Ages to the present day. Enjoy a classical music concert performed by the Viennese String Ensemble in St. Anne’s Church. Be impressed by the performance of the famous Lipizzaner in a breathtaking location, the baroque Winter Riding School. Visit the Sissi’s Palace and discover more about her story at the Schönbrunn Palace. You can also visit the Carriage museum and the museum for kids. See a concert at one of Vienna’s finest concert halls and listen to magical works by Mozart and Strauss in the Golden Hall.

Top things to do in Vienna, Austria: https://www.getyourguide.com/s/?q=vienna&customerSearch=1&searchSource=2&p=1
CINEMAS

There are a number of cinemas in Vienna showing films in English or in their original language.


CONCERTS

Upcoming concerts in Vienna:

• https://www.songkick.com/fr/metro-areas/26771-austria-vienna
• https://www.viennaconcerts.com

SPORTS & ATHLETICS

Plenty of opportunities available for sport in Vienna, such as running, inline skating and climbing. Hiking and football are also some of the activities you can do in Vienna.

Apart from the Prater park with its popular running mile, the long Hauptallee, there are numerous other routes and tracks in and around Vienna.

https://www.wien.gv.at/english/environment-leisure/sports/

DINING OUT

Top 10 cultural restaurants in Vienna, Austria:


Tipping

In Austria, tipping is a common practice especially in taxi rides and restaurants. Generally, the tip amount is less than in North America because most establishments have a service fee.

Tipping at restaurants and bars: Often there is a service fee around 12,5 % added to restaurant bills, but it’s normal to round up the total amount. You can also give a gratuity of
5% to 10% for good service. Bartenders expect a rounded-up tip, particularly if they serve at your table.

**Tipping tour guides:** You can give 1 or 2 Euro at the end of the tour, or more if you are satisfied with the guide’s services.

**Tipping taxi drivers:** Taxi drivers won’t expect a tip, but tipping a small amount for good service is up to your discretion. The best way is to round up the total fare.

**Tipping hotel staff:** Hotels in Austria typically have a service charge, so tips are not necessary. However, you may give porter 1 or 2 euro per bag and the same amount to the hotel maid each day.

**Good to know:** The tipping practice at Austria can be confusing for tourists. Customers typically pay for their orders and tips the waiter individually. Do not leave the tip on the table; instead give it to the waiter as you pay the bill. Tell the waiter the exact amount you’ll pay including the tip. For instance, if it is 32 euro, you can say “35” and hand 40 euro. An easier way is to simply give a rounded up amount and say “danke” (thank you) which means you don’t need the change.

Information retrieved from: [https://wonderfulwanderings.com/tipping-in-europe/#Austria](https://wonderfulwanderings.com/tipping-in-europe/#Austria)

## SHOPPING

**All about shopping in Vienna:**


**Shopping centers:**

[https://www.inyourpocket.com/vienna/Shopping/Shopping-centres?#h](https://www.inyourpocket.com/vienna/Shopping/Shopping-centres?#h)

**Best Markets in Vienna:**

GENERAL SHOPPING TIPS

Local Store Hours/Sunday/Holiday Shopping

Supermarket weekday opening hours are usually from 8am to 8pm. Other stores generally open later. Stores will close early on Saturdays and remain closed on Sundays. In some touristic area the hours can be different.

http://www.visitingvienna.com/shopping/opening-hours/

Public Washrooms

In the city-walks map many public toilets are marked with a “WC” symbol. Additionally, you can find some public toilets in most of the metro stations in the inner city. You have to pay approximately ,50 euro for the use. The opening hours change according to the place they are. In some metro stations in the center, the public toilets have longer opening hours.

GROCERIES

The major chains are Billa, Spar, Hofer and Merkur. Be aware that most of the grocery store are closed on Sundays.

CLOTHING SIZES

<table>
<thead>
<tr>
<th>Women – Dresses</th>
<th>Children – Tops &amp; Bottoms</th>
</tr>
</thead>
<tbody>
<tr>
<td>US 6 8 10 12 14 16</td>
<td>US 4 6 8 10 12 14</td>
</tr>
<tr>
<td>UK 8 10 12 14 16 18</td>
<td>UK 43 48 55 58 60 62</td>
</tr>
<tr>
<td>Europe 38 40 42 44 46 48</td>
<td>Europe 125 135 150 155 160 165</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Women – Shoes</th>
<th>Children – Shoes</th>
</tr>
</thead>
<tbody>
<tr>
<td>US 5 6 7 8 9 10</td>
<td>US 9.5 10.5 11.5 12.5 1.5 2.5 3.5 4.5</td>
</tr>
<tr>
<td>UK 3 4 5 6 7 8</td>
<td>UK 9 10 11 12 1 2 3 4</td>
</tr>
<tr>
<td>Europe 35 36 38 39 40 41</td>
<td>Europe 27 29 30 31 33 34 35 37</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Mens – Suits</th>
<th>Mens - Shoes</th>
</tr>
</thead>
<tbody>
<tr>
<td>US 36 38 40 42 44 46 48</td>
<td>US 6.5 7.5 8.5 9.5 10.5 11.5 13</td>
</tr>
</tbody>
</table>
Most shops, restaurants and service providers accept credit cards, but in rural areas you may have to pay in cash.

**VAT FREE SHOPPING**

*Please note that this section is currently being developed. If you have questions, contact us at MFSE.RigaRemote@cfmws.com; we are happy to assist you with your new posting. If you have further information to add, please let us know. We are always open to suggestion.*

**LOCAL SERVICES**

**DRY CLEANING**

You can visit this website for a list of dry cleaners in Vienna.

https://www.yelp.com/search?cflt=dryclean&find_loc=Vienna%2C+Wien

**BARBER AND BEAUTY**

Here’s a site with some suggestions for salons:

https://www.yelp.com/search?find_desc=beauty+salons&find_loc=Vienna%2C+Wien

**LIBRARY**

For a list of libraries with English books in Vilnius you can visit:

https://metropole.at/where-to-find-english-books-in-vienna/
CHILDCARE

Please note that this section is currently being developed. If you have questions, contact us at MFSE.RigaRemote@cfmws.com; we are happy to assist you with your new posting. If you have further information to add, please let us know. We are always open to suggestion.

PUBLIC DAYCARE

Parents in Vienna have well-structured network of child-care institutions at their disposal. There is a total of approximately 100,000 places at private and municipal day-care centers. Half of the day nurseries, kindergartens and after-school centers are operated by the Vienna City Administration. Municipal Department 10 supports many private institutions as well.

To know how to register and more: https://www.wien.gv.at/english/social/childcare/

Here is a great website about raising children in Vienna for the expats:
https://viennafamilynetwork.com

PETS & PET CARE

Please note that this section is currently being developed. If you have questions, contact us at MFSE.RigaRemote@cfmws.com; we are happy to assist you with your new posting. If you have further information to add, please let us know. We are always open to suggestion.

State Food and Veterinary Service of Austria
https://www.ages.at/en/ages/basics/

Headquarter
AGES GmbH
Spargelfeldstrasse 191
1220 Vienna
Phone: +43 50 555-0
Fax: +43 555-22019
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


Travel Advisory (Gov. of Canada)  https://travel.gc.ca/destinations/austria

Registration of Canadians Abroad  https://travel.gc.ca/travelling/registration

Request Emergency Assistance (Gov. of Canada)  https://travel.gc.ca/assistance/emergency-assistance
  • sos@international.gc.ca

Taxation outside of Canada  https://travel.gc.ca/travelling/living-abroad/taxation

Coping with culture shock  https://travel.gc.ca/travelling/living-abroad/culture-shock

Tourism Lithuania  https://www.austria.info/en

Emergency Contacts (Government of Canada)

Email:
  • sos@international.gc.ca
  • Emergency contact form

TELEPHONE: FROM OUTSIDE CANADA

  • Call the nearest embassy or consulate.
  • +1 613 996 8885 (call collect where available)
  • Toll-free numbers in some countries

From inside Canada (non-passport-related)

  • 613-996-8885
  • 1-800-387-3124 (toll-free from the U.S. and Canada only)
Emergency passport services within Canada (weekends and statutory holidays)

- 1-800-567-6868 (toll-free from Canada only)

SMS:

- 613-209-1233 (carrier charges may apply)

TTY:

- 613-944-1310
- 1-800-394-3472 (toll-free from the U.S. and Canada only)

COMMUNITY FACEBOOK GROUPS

Embassy of Canada to Austria  https://www.facebook.com/CanadainAustria/
# USEFUL TRANSLATIONS & PHRASES

## BASIC WORDS, PHRASES AND QUESTIONS

<table>
<thead>
<tr>
<th>ENGLISH</th>
<th>GERMAN</th>
</tr>
</thead>
<tbody>
<tr>
<td>Yes (formal)</td>
<td>Ja</td>
</tr>
<tr>
<td>No (formal)</td>
<td>Nein</td>
</tr>
<tr>
<td>Hello</td>
<td>Hallo</td>
</tr>
<tr>
<td>Good Bye</td>
<td>Auf Wiedersehen</td>
</tr>
<tr>
<td>Good Morning</td>
<td>Guten Morgen</td>
</tr>
<tr>
<td>Bye</td>
<td>Tschüss</td>
</tr>
<tr>
<td>Please</td>
<td>Bitte</td>
</tr>
<tr>
<td>Thank You</td>
<td>Danke</td>
</tr>
<tr>
<td>Excuse Me</td>
<td>Entschuldigung</td>
</tr>
<tr>
<td>My name is...</td>
<td>Mein Name ist</td>
</tr>
<tr>
<td>What’s your name?</td>
<td>Wie heißt Du?</td>
</tr>
<tr>
<td>Do you speak English?</td>
<td>Sprechen Sie Englisch?</td>
</tr>
<tr>
<td>I don’t speak much German</td>
<td>Ich spreche nicht viel Deutsch</td>
</tr>
<tr>
<td>I don’t understand</td>
<td>Ich verstehen nicht</td>
</tr>
<tr>
<td>I need some help</td>
<td>Ich brauche Hilfe</td>
</tr>
<tr>
<td>What time is it?</td>
<td>Wie spät ist es</td>
</tr>
<tr>
<td>How much does...cost?</td>
<td>Wie viel kostet es?</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 Badezimmer?</td>
</tr>
<tr>
<td>Do you have...?</td>
<td>Hast du....?</td>
</tr>
<tr>
<td>Where is...?</td>
<td>Wo ist....?</td>
</tr>
<tr>
<td>Could you please talk more slowly?</td>
<td>Können Sie langsamer sprechen?</td>
</tr>
<tr>
<td>Could you repeat that, please?</td>
<td>Bitte wiederholen Sie?</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>Eins</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>Fünfzehn</td>
</tr>
<tr>
<td>six</td>
<td>Sechs</td>
<td>sixteen</td>
<td>Sechzehn</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>

### 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>Geh zum Arzt!</td>
</tr>
<tr>
<td>I am sick.</td>
<td>Ich bin krank.</td>
</tr>
</tbody>
</table>

### ORDERING IN A RESTAURANT

<table>
<thead>
<tr>
<th>English</th>
<th>GERMAN</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 die Speisekarte auf Englisch ?</td>
</tr>
<tr>
<td>I’d like….</td>
<td>Ich würde gerne….</td>
</tr>
<tr>
<td>Could you recommend something?</td>
<td>Könnten Sie etwas empfehlen ?</td>
</tr>
<tr>
<td>Another (beer) please.</td>
<td>Noch ein (Bier) bitte.</td>
</tr>
<tr>
<td>The check, please.</td>
<td>Die Rechnung, bitte.</td>
</tr>
<tr>
<td>A receipt, please.</td>
<td>Eine Quittung, bitte.</td>
</tr>
</tbody>
</table>
### BREAKFAST

<table>
<thead>
<tr>
<th>English</th>
<th>German</th>
</tr>
</thead>
<tbody>
<tr>
<td>Breakfast</td>
<td>Frühstück</td>
</tr>
<tr>
<td>Lunch</td>
<td>Mittagessen</td>
</tr>
<tr>
<td>Dinner</td>
<td>Abendessen</td>
</tr>
</tbody>
</table>

### HOUSE HUNTING

<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>Räume</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>