KIEV, UKRAINE
HANDBOOK

Military Family Services Europe / MFS(E)
Riga-Remote Team
MFSE.RigaRemote@cfmws.com
www.cafconnection.ca / www.connexionfac.ca

Date published: 20 June 2017
Date revised: 17 Feb 2020
TABLE OF CONTENTS

GREETINGS FROM YOUR MFS(E) RIGA-REMOTE TEAM 1
EUROPEAN ADVISORY COMMITTEE ............................... 3
USING THIS GUIDE ...................................................... 4
SOME HELPFUL RESOURCES ........................................ 1
OVERVIEW OF KIEV ..................................................... 2

Maps ............................................................................. 2
Geography/Politics ....................................................... 4
Climate ....................................................................... 4
Languages .................................................................... 4
Religion ...................................................................... 5
Cost of Living ............................................................. 5
Canadian/Expat Community ......................................... 6
Cultural Nuances, Etiquette and Traditions ......................... 6
Public Holidays .......................................................... 9
News ......................................................................... 10

BEFORE YOU COME .................................................. 11

EMERGENCY INFORMATION ..................................... 12

Public Safety and Security ............................................ 12
Emergency Contacts .................................................... 13

GETTING SETTLED .................................................. 14

Date published: July 2019.
Date revised: March 2020.
Making Phone Calls ................................................................. 14
Calling Within Europe ............................................................. 14
Calling Outside of Ukraine ...................................................... 14
Calling Canada from Ukraine .................................................. 14
Calling Ukraine from Canada .................................................. 14
Some Country Codes: .............................................................. 15
Summary: ............................................................................ 15
Toll Free and Charges for Calls ................................................ 15
Where to Live ......................................................................... 17
Houses and Realtors ................................................................ 19

**BASE INFORMATION** ...................................................... 20

Exchange/Commissary ............................................................ 20
Morale, Welfare and Recreation ............................................. 20
Housing .............................................................................. 20
Religious Services .................................................................. 20
Post Office ........................................................................... 21

**TRAVEL & TRANSPORTATION** .......................................... 22

Subsidized Travel .................................................................. 22
NON-UNIT Fund and CANEX/SISIP Grant .................................. 22
Air Travel ............................................................................. 22
Public Transit ........................................................................ 22
Train ...................................................................................... 22
Taxis ..................................................................................... 26
Car Rental ............................................................................. 27
Hotels .................................................................................... 27
Travel Advisories .................................................................... 27

**ADMINISTRATION** .......................................................... 28
Banking .................................................................................................................. 28
Local Currency ........................................................................................................ 28
Bank Accounts and Financial Considerations .................................................... 29
Bank and Credit Cards ........................................................................................ 29
Online Banking Payments – IBANs, BICs, and TANs ........................................ 29
Money Transfer ..................................................................................................... 30
Health Insurance .................................................................................................. 30
CRA and Residency Status for Spouses/Dependents ......................................... 30
Child Benefits ....................................................................................................... 32
Pets .......................................................................................................................... 32

POSTAL SERVICES ......................................................................................... 33

Personal Mail ......................................................................................................... 33
Canadian Forces Post Office ................................................................................ 33
Ukrainian Postal Services ..................................................................................... 33

HEALTH SERVICES ....................................................................................... 34

General .................................................................................................................. 34
Hospitals ................................................................................................................ 34
Private Clinics ......................................................................................................... 35
Pharmaceutical Services ....................................................................................... 35
Dental Clinics ......................................................................................................... 35
Social Services ....................................................................................................... 35
Social Worker ........................................................................................................ 36
Padre ....................................................................................................................... 36
CAF Member Assistance Program ....................................................................... 36
Family Information Line ....................................................................................... 36
Local Resources ..................................................................................................... 37
A. A. Meetings ....................................................................................................... 37
Great West Life / Allianz ...................................................................................... 37
Dental Claims ........................................................................................................ 37
ON THE ROAD ........................................................... 38

General ............................................................................................................. 38
Driver’s Licence .................................................................................................. 38
Information on Driver’s Licence in Canada and Renewal ..................................... 39
Roadworthiness Test/Safety .................................................................................. 41
Car Insurance ...................................................................................................... 41
Vehicle Registration ............................................................................................. 41
Emission Sticker .................................................................................................. 42
   European Green Zones ..................................................................................... 42
Fuel Card ............................................................................................................. 42
Items in Your Car ................................................................................................. 42
Biking/Mopeds/Motorcycles ............................................................................... 43
   Bicycles / Mopeds and Scooters / Motorcycles ............................................... 43
Parking ................................................................................................................ 43
Tolls / Rest Stops ................................................................................................ 43
Driving Speed ...................................................................................................... 43
   Speed Cameras ................................................................................................. 44
Safety Belts and Child Seats .............................................................................. 44
Mobile Phones .................................................................................................... 44
Winter Tires ......................................................................................................... 44
Alcohol and Narcotics ......................................................................................... 44
Roadside Assistance ............................................................................................ 45
If Involved in a Car Accident .............................................................................. 45
Buying or Selling a Car ....................................................................................... 46

RELIGIOUS SERVICES .................................................................................. 48

English Language Services in the Area ............................................................... 48

AROUND THE HOUSE ................................................................................. 49
Internet/Television/Mobile Phone ................................................................. 49
Electricity ......................................................................................... 49
    Transformers ........................................................................... 51
Utilities / Appliances ........................................................................ 51
Beds .............................................................................................. 51
Water Quality .................................................................................. 52
Garbage and Recycling .................................................................. 52
Metric Conversion .......................................................................... 52

**EMPLOYMENT** ........................................................................ 53

Working for Military Family Services (MFS) or Personnel Support Programs (PSP) .. 53
Spousal/Dependent Employment Assistance and Education ..................... 53
Job Postings .................................................................................. 54
Local Employment ......................................................................... 54
Adult Employability Program ................................................................ 54
Volunteering .................................................................................. 54
Youth Employment Preparation Program ............................................. 54

**EDUCATION** ......................................................................... 55

Schools .......................................................................................... 55
    International School .................................................................. 55
Immunization .................................................................................. 57
Distance Education .......................................................................... 58
Children’s Education Management (CEM) .......................................... 58
Scholarship and Bursary Information .................................................. 58
Post Secondary Education .................................................................. 58
    Local Institutions ...................................................................... 59
    Canadian Institutions ................................................................ 59

**ENTERTAINMENT & LEISURE** ........................................ 61

Family Life and Recreation ................................................................ 61
Ordering in a Restaurant.............................................. 68
House Hunting.............................................................. 69
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

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

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

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

**Employment Opportunities while in Europe**
- https://www.cafconnection.ca/Europe/Programs-Services/Employment.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/

**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 KIEV

MAPS
Overview of Ukraine

**Capital:** Kiev (49°N 32° E)

**Language:** Ukrainian, Russian

**Border Countries:** Poland, Slovakia, Hungary, Romania, Moldova, Russia, and Belarus.

**Population:** 42,030,832 (estimated 2019) Ukrainian (77.8%), Russian (17.3%), Other (4.9%).

**Area:** 603,628 km²

**Time Zone:** UTC +2 (EET) and UTC +3 (EEST) Summer (DST)

**Currency:** Ukrainian hryvnia (₴) (UAH)

**Government Type:** Ukraine is a republic under a mixed semi-parliamentary semi-presidential system with separate legislative, executive, and judicial branches.

**Members of:** UN, NATO partnership for Peace (see: [https://en.wikipedia.org/wiki/International_membership_of_Ukraine](https://en.wikipedia.org/wiki/International_membership_of_Ukraine))

**Calling code:** +380

**Country Code:** UA
GEOGRAPHY/ POLITICS

Ukraine, country located in eastern Europe, the second largest on the continent after Russia. The capital is Kiev (Kyiv), located on the Dnieper River in north-central Ukraine.

A fully independent Ukraine emerged only late in the 20th century, after long periods of successive domination by Poland-Lithuania, Russia, and the Union of Soviet Socialist Republics (U.S.S.R.). Ukraine had experienced a brief period of independence in 1918–20, but portions of western Ukraine were ruled by Poland, Romania, and Czechoslovakia in the period between the two World Wars, and Ukraine thereafter became part of the Soviet Union as the Ukrainian Soviet Socialist Republic (S.S.R.). When the Soviet Union began to unravel in 1990–91, the legislature of the Ukrainian S.S.R. declared sovereignty (July 16, 1990) and then outright independence (August 24, 1991), a move that was confirmed by popular approval in a plebiscite (December 1, 1991). With the dissolution of the U.S.S.R. in December 1991, Ukraine gained full independence. The country changed its official name to Ukraine, and it helped to found the Commonwealth of Independent States (CIS), an association of countries that were formerly republics of the Soviet Union.

CLIMATE

Kiev has a warm-summer humid continental climate. The warmest months are June, July, and August, with mean temperatures of 13.8 to 24.8 °C (56.8 to 76.6 °F). The coldest are December, January, and February, with mean temperatures of −4.6 to −1.1 °C (23.7 to 30.0 °F). Snow cover usually lies from mid-November to the end of March, with the frost-free period lasting 180 days on average, but surpassing 200 days in recent years.

LANGUAGES

The vast majority of people in Ukraine speak Ukrainian, which is written with a form of the Cyrillic alphabet. The language—belonging with Russian and Belarusian to the East Slavic branch of the Slavic language family—is closely related to Russian but also has distinct similarities to the Polish language. Significant numbers of people in the country speak Polish, Yiddish, Rusyn, Belarusian, Romanian or Moldovan, Bulgarian, Crimean Turkish, or Hungarian. Russian is the most important minority language.

As of English, now more and more people learn this language, which is the most popular one among other foreign languages in Ukraine. Major restaurants, bars and hotels have English speaking staff, but in general not much English is spoken in Ukraine.
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](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**

The predominant religion in Ukraine, practiced by almost half the population, is Eastern Orthodoxy. Historically, most adherents belonged to the Ukrainian Orthodox Church–Kiev Patriarchate, though the Ukrainian Orthodox Church–Moscow Patriarchate was important as well. A smaller number of Orthodox Christians belonged to the Ukrainian Autocephalous Orthodox Church. In January 2019 the Kiev Patriarchate and Autocephalous churches were merged into a single body as the Orthodox Church of Ukraine. In creating the new church, Ecumenical Patriarch Bartholomew I formalized the independence of Ukraine’s Orthodox community, which had been under the jurisdiction of the patriarchate of Moscow since 1686. In western Ukraine the Ukrainian Greek Catholic Church prevails. Minority religions include Protestantism, Roman Catholicism, Islam (practiced primarily by the Crimean Tatars), and Judaism. More than two-fifths of Ukrainians are not religious.

**COST OF LIVING**

Summary about cost of living in Kiev:

Four-person family monthly costs: 1,984.35C$ (37,822.86₴) without rent.

A single person monthly costs: 583.10C$ (11,114.18₴) without rent.

Cost of living rank 314th out of 376 cities in the world.

CANADIAN/EXPAT COMMUNITY

Here is a list of Facebook groups as well as other online groups:

- https://www.facebook.com/CanadianClubKiev/
- https://www.facebook.com/expat.kiev/
- https://www.facebook.com/groups/715849568474228/?ref=search
- https://www.facebook.com/InterNationsKyiv/?ref=br_rs
- https://www.internations.org/ukraine-expats
- https://www.internations.org/ukraine-expats

CULTURAL NUANCES, ETIQUETTE AND TRADITIONS

Meeting and Greeting

- The typical greeting is a warm, firm handshake, maintaining direct eye contact, and repeating your name.
- When female friends meet, they kiss on the cheek three times, starting with the left and then alternating, while close male friends may pat each other on the back and hug.
- Ukrainian names are comprised of:
  - First name, which is the person’s given name.
  - Middle name, which is a patronymic or a version of the father’s first name formed by adding "-vich" or "-ovich" for a male and "-avna", "-ovna", or "ivna" for a female. The son of Alexi would have a patronymic of Alexivich while the daughter’s patronymic would be Alexivina.
  - Last name, which is the family or surname.
  - In formal situations, people use all three names.
  - Friends and close acquaintances may refer to each other by their first name and patronymic.
**Gift Giving Etiquette**

- Ukrainians exchange gifts with family and close friends on birthdays and the Orthodox Christmas.
- Name days’ (birth date of the saint after whom a person was named) are also celebrated rather than birthdays by some.
- Gifts need not be expensive. It is the act of giving the gift that is important, since it symbolizes friendship.
- If you are invited to a Ukrainian’s home for a meal it is polite to bring something; cake, flowers, or a bottle of imported liquor.
- Flowers should only be given in odd numbers and avoid yellow flowers.
- Gifts are generally not opened when received.

**Dining Etiquette**

- Table manners are generally casual.
- The more formal the occasion, the stricter the protocol.
- When in doubt, watch what others are doing and emulate their behavior.
- Table manners are Continental, i.e. hold the fork in the left hand and the knife in the right while eating.
- Do not begin eating until the host invites you to start.
- Always keep your hands visible when eating. Keep your wrists resting on the edge of the table.
- The oldest or most honored guest is served first.
- Try everything. Refusing a dish is considered very rude.
- You will often be urged to take second helpings.
- Toasting is part of the culture and generally occurs whenever three or more people share a meal.
- Ukrainians are suspicious of people who do not drink. Having said that, it is better to offer a medical condition as an excuse rather than starting to drink and failing to keep pace with your Ukrainian counterparts.
- A common toast is "za vashe zdorovya", which means "to your health".
- The host gives the first toast, usually to the guest of honor, who may return the toast later in the meal.
- Most toasts are given with vodka. You need not finish the glass, but you must take a sip.
- Do not clink your glass with others during a toast if you are not drinking an alcoholic beverage.
- Glasses are filled no more than two-thirds full.
- Never refill your own glass.
- Do not pour wine backhanded.
- An open bottle must be finished.
- Empty bottles are not left on the table, they are immediately removed.

**Business Etiquette and Protocol**

**Meeting and Greeting**

- Ukrainian businesspeople are generally less formal than in many other countries.
- Shake hands with everyone upon arriving and leaving.
- Handshakes are quite firm.
- Maintain eye contact during the greeting.
- It is common to repeat your name while shaking hands.
- Academic and professional titles are commonly used with the surname.
- If someone does not have an academic or professional title, use the honorific "Pan" for a man and "Pani" for a woman with the surname.
- Most business colleagues refer to each other by first name and patronymic. (Middle name which is a version of the father’s first name formed by adding "-vich" or "-ovich" for a male and "-avna", "-ovna", or "ivna" for a female.)
- When using someone’s complete name, including the patronymic, the honorific title is not used.
- The way someone is addressed often depends upon the situation. Titles and surnames are used in meetings and may give way to first names or diminutives in social situations.
- Business cards are exchanged without ritual.
- Have one side of your business card translated into Ukrainian.
- Include advanced university degrees on your business card.
- Present your card so the Ukrainian side faces the recipient.
- If someone does not have a business card, note the information in your appointment book or portfolio.

### PUBLIC HOLIDAYS

<table>
<thead>
<tr>
<th>Date</th>
<th>English name</th>
<th>Ukrainian name</th>
<th>Remarks</th>
</tr>
</thead>
<tbody>
<tr>
<td>January 1</td>
<td>New Year</td>
<td>Новий Рік</td>
<td></td>
</tr>
<tr>
<td>January 7</td>
<td>(Julian) Christmas</td>
<td>Різдво</td>
<td>Religious holiday</td>
</tr>
<tr>
<td>March 8</td>
<td>International Women’s Day</td>
<td>Міжнародний жіночий день</td>
<td></td>
</tr>
<tr>
<td>Moveable</td>
<td>(Julian) Easter Monday</td>
<td>Великдень</td>
<td>Religious holiday</td>
</tr>
<tr>
<td>Moveable</td>
<td>(Julian) Pentecost Monday</td>
<td>Трійця</td>
<td>Religious holiday</td>
</tr>
<tr>
<td>Moveable</td>
<td>Easter + 49 days</td>
<td></td>
<td></td>
</tr>
<tr>
<td>May 1</td>
<td>International Workers' Day</td>
<td>День праці</td>
<td></td>
</tr>
<tr>
<td>May 9</td>
<td>Victory day over Nazism in World War II</td>
<td>День перемоги над нацизмом у Другій світовій війні</td>
<td></td>
</tr>
<tr>
<td>June 28</td>
<td>Constitution Day</td>
<td>День Конституції</td>
<td>To commemorate Ukraine's Constitution of 1996</td>
</tr>
<tr>
<td>August 24</td>
<td>Independence Day</td>
<td>День Незалежності</td>
<td>From the USSR in 1991</td>
</tr>
<tr>
<td>October 14</td>
<td>Defender of Ukraine Day</td>
<td>День захисника України</td>
<td>Public holiday since</td>
</tr>
<tr>
<td>December 25</td>
<td>(Gregorian and Revised Julian) Christmas</td>
<td>2015</td>
<td></td>
</tr>
</tbody>
</table>

**NEWS**

Here is a list of online English news for Kiev and the Ukraine:

- Euronews: [https://www.euronews.com/tag/kiev-ukraine](https://www.euronews.com/tag/kiev-ukraine)
- Kyiv Post: [https://www.kyivpost.com/all-news/?cn-reloaded=1](https://www.kyivpost.com/all-news/?cn-reloaded=1)
- Unian: [https://www.unian.info/kiev](https://www.unian.info/kiev)
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.
PUBLIC SAFETY AND SECURITY

A few tips to keep in mind for your safety:

- Be aware of the audience around you.
- Have a purse / bag that can be secured and does not have an easily accessible opening.
- Ensure that all doors and accessible windows are securely fastened when you leave your home.
- Do not open the door for strangers.
- Do not leave valuables in view inside your car and park your car in the garage (if you have one) whenever possible.
- Keep your car doors locked when traveling.
- Do not pick up a cruising taxi; take one from a rank or telephone for one.
- Keep as little cash at home as possible. Always secure valuable items.
- Draw up a detailed inventory of all your personal possessions (not only those you consider most valuable) and keep a copy in the office. This is an important aid in identifying exactly what might have been stolen and for insurance purposes.
- Take photographs of particularly precious items, as there is still a requirement to provide the Ukrainian authorities with photographs of certain items of personal effects on arrival at post.
- Leave a key with a friend or a colleague and ask them to make periodic checks on the property when away for long periods. This is useful even if you have a maid or other domestic staff. Sporadic visits are best; it is more difficult for potential burglars to operate outside of a set pattern.
- If wooden shutters are fitted to windows and doors, these should be lowered when the property is empty for any length of time. There is a risk that this might draw attention to the fact that the occupant is away but coupled with the other recommended measures; closed shutters generally make it more difficult for forced entry to be achieved quietly.
- Whether to lock internal doors is a matter for individual judgement. On the one hand a locked door can invite the curiosity of a burglar; on the other hand, the burglar might be discouraged from making more noise than is absolutely necessary.
- Report any unpleasant or suspicious incidents in or out of your home.
- It may be prudent to have a surveillance system for your apartment or home. They are affordable and a good deterrent for unwanted guests.
- Be warned – the theft of mobile telephones is on the rise.

**EMERGENCY CONTACTS**

Police (Emergency) ........................................... 102
Ambulance/Municipal First Aid ......................... 103
Fire (Emergency) .................................................. 101
CFSU(E) Duty Officer........................................... +49 (0) 1725 345 900
CFSU(E) Chaplain ................................................... +32 (0) 65 44 6179
Embassy of Canada............................................. +380 44 590 3100
GETTING SETTLED

MAKING PHONE CALLS

Calling Within Europe

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

+380 - 44 - 343 80 - 14  +380 (44) 343 80 – 14  0380 (0) 44 343 80 – 14
(044) 343 80 – 14  044 / 343 80 – 14  044 343 80 14

The “+380” at the start is the exit code and Ukraine country code. The “44” 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 (+380).

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 Ukraine

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 Ukraine

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 Ukraine from Canada

The exit code in Canada is “011”
Some Country Codes:

Austria .................. 43  
Belgium ............... 32  
Czech Republic ..... 420  
Estonia ................ 372  
France .................. 33  
Germany ............. 49  
Latvia ................. 371  
Netherlands ......... 31  
Spain .................. 34  
Switzerland ......... 41  
Turkey .................. 90  
United Kingdom ... 44

Summary:

To dial a number within Ukraine 0 711 1234567
To dial a Ukrainian number from elsewhere in Europe +380 711 1234567
or 00 44 711 1234567
To dial a number outside Ukraine +33 121 1234567
or 00 33 121 1234567
To dial Canada from Ukraine 00 1 613 5551234
To dial Ukraine from Canada 011 44 711 1234567

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

PECHERSK RAION
Perchersk district covers the central part of Kiev’s territory, close to Ukraine’s Parliament (Verkhovna Rada) and other parliamentary buildings, as well as beautiful Mariinskyi Park. The neighborhoods of Pechersk are some of the most prestigious in all Kiev. Pechersk is bordered by Khreshchatyk Street, Lesi Ukrainky and Druzhby Narodiv Boulevards and bordered by the Dnieper (Dnipro) River to the East. Pechersk is considered to be Kiev’s administrative and business center. This district has many schools and kindergartens, and elite residential buildings, including older buildings and modern housing complexes.

PODIL RAION
Podil (“Podol” in Russian) is Kiev’s oldest neighborhood; it has beautiful pre-Soviet architecture, quiet streets, and a nice selection of restaurants. Podil is located near the center of Kiev on the banks of the Dnieper (Dnipro) River and is close to several of Kiev’s top tourist attractions—Andriyivskyi Uzviz (“Andrew’s Descent”) with its souvenir street market and nearby art galleries. Podil can often be less expensive than other central neighborhoods.

SHEVCHENKO RAION
Shevchenko (or “Shevchenkivs’kyi”) district is located in the heart of Kiev and its borders are roughly marked by St. Andrew’s Church, Golden Gate, Vladimir Hill, and Lviv Square. Perched on a hill, stands St. Andrew’s Church, one of Kiev’s top tourist attractions; Andrew’s Descent lies at the foot of this hill, connecting the lower and upper parts of Kiev, and leading directly to the historic Podil district. In Shevchenko district you’ll find many foreign representative offices, organizations, and embassies. There are homes to suit every taste—from pre-revolutionary buildings to modern luxury homes. Shevchenko district is also one of Kiev’s greenest districts and is home to the greatest quantity of metro stations among all districts. The area is also known for quiet streets, upscale restaurants and shopping, as well as many cultural institutions, such as Kyiv’s National Opera Theater and Taras Shevchenko University.

HOLOSIIV RAION
Holosiiv (“Goloseev” in Russian) is a large district that stretches from central Kiev and covers the entire southern part of the city. Holosiiv is often called the “lungs” of Kiev since a much of it is a green area with a large amount of lakes and forests.
OBOLON RAION

The large Obolon district occupies the northeastern part of Kiev on the Right Bank of the Dnieper (Dnipro) River. There are parks, lakes and green areas. City residents come from all parts of Kiev to walk along the Dnieper River Obolonsk embankment. Riverfront beaches in Obolon draw visitors year-round, including winter-bathing “walruses,” who brave the river’s icy temps. Obolon also has yacht and golf clubs. After 2000 Obolon got a facelift—new houses of varying heights (cottages, townhouses, modern high-rises) were built along the Dnieper River according to a single concept; the result became known as Obolonski Lipki, a breakthrough for Kiev in modern city planning.

SOLOMIANKA RAION

Solomianka (also known as “Solom’yans’kyi”) district is one of Kiev’s large bedroom communities. There are several small parks and green areas in Solomianka, including: Solom’yans’ke, Protasov Yar, Solo’myans’kyi Lisopark and Vidradnyi Park near the National Aviation University. Housing tends to be more affordable in Solomianka compared to other more “desirable” districts. The midsize district is fairly close to Kiev’s center, but Solomianka is not well served by Kiev’s metro line—the metro line skirts the northern edge of the district and only one metro station (Vokzalna) lies wholly inside it. Two other stations (Politekhничнi Instytut, Shuliavska) lie on the border with Shevchenko district.

SVIATOSHYN RAION

Sviatoshyn (or “Sviatoshynskyi”) is a large district in the western part of Kiev. This area is primarily residential with the highest concentration residences in all of Kiev.

KIEV’S LEFT BANK: DNIPRO, DESNA, AND DARNYTSIA RAIONS

Kiev’s Left Bank is a new part of the city that is largely a bedroom community for locals with middle class housing and some premium class housing with waterfront views; Houses and apartments on Kiev’s Left Bank can be inexpensive but getting to the Right Bank is not very convenient. The most remote district is Desna district. All three of Kiev’s Left Bank districts are “bedroom communities”—they are not bad for living but the main reason not to live there is that they are too far from the center. But if your job is on the Left Bank, then you can leave there comfortably.

KIEV SUBURBS

Living in Kiev’s suburbs is becoming increasing popular for those who don’t mind driving; many find that the opportunity to be closer to nature after work is irresistible. The closest
Kiev suburbs include: Koncha-Zaspa, Irpen, Vishgorod, Vyshneve, Brovary, and Lisniki. If you’re considering living outside Kiev, be aware that while many of these locations can be only 20-40 minutes away by car, during rush hour you could spend 1 to 1.5 hours in traffic, especially in winter when country roads are not always clear of ice and snow.

For more information, you can visit https://www.aimrealtykiev.com/where-to-live-in-kiev-guide-to-kiev-neighborhoods/

**HOUSES AND REALTORS**

Please contact your chain of command through Foreign Affairs. The Embassy in Kiev can also provide guidance on realtors and where to be looking for a house / apartment.
BASE INFORMATION

All military members are associated with the Embassy in Kiev at this time.

Canadian Embassy
Kostolna St, 13A, Kyiv, Ukraine, 01901
Phone: +380 44 590 3100
Website: https://travel.gc.ca/assistance/embassies-consulates/ukraine

EXCHANGE/COMMISSARY

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.

MORALE, WELFARE AND RECREATION

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.

HOUSING

Please contact your chain of command through Foreign Affairs. The Embassy in Kiev can also provide guidance on realtors and where to be looking for a house / apartment.

For advice on buying a property in Kiev you can visit https://www.aimrealtykiev.com/19-things-you-should-know-when-buying-kiev-property/

RELIGIOUS SERVICES

There are five major churches in Ukraine:

- Ukrainian Orthodox Church (Moscow Patriarchate);
- Ukrainian Orthodox Church (Kiev Patriarchate);
- Ukrainian Greek Catholic Church;
- Ukrainian Autocephalous Orthodox Church;
- Roman Catholic Church.

**POST OFFICE**

Kyiv’s main post office can’t be missed. The Poshtamt (поштамт) is on a corner of Maidan Nezalezhnosti opposite the tall monument. A myriad of windows as well as colourful pictures of city landmarks await in the main hall straight ahead. The less intimidating hall to the right offers a wide selection of postcards and hosts a 24hrs Internet café upstairs.

**Metro**
Maidan Nezalezhnosti

**Website**

**Open**
Open 08:00-20:00.
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

AIR TRAVEL

Boryspil International Kyiv Airport (IATA: KBP, ICAO: UKBB) is one of the two international passenger airports serving Kyiv, the capital of Ukraine, and the largest airport in the country, being the main international gateway. It is located 6 kilometers west of the municipality of Boryspil and at 29 kilometers east of Kyiv downtown.

Igor Sikorsky Kyiv International Airport Zhuliany (IATA: IEV, ICAO: UKKK), is the second international passenger airports serving the capital of Ukraine, Kyiv. It is the second airport in the country in terms of passengers. The airport is located in the neighborhood of Zhuliany within the city, at 9 kilometers from the downtown. Wizz Air is the main local low-cost carrier serving Kyiv International Airport Zhuliany.

For more information, you can visit https://www.kyiv-airport.com/kyiv-zhuliany/ and https://www.kyiv-airport.com/kyiv-boryspil/

PUBLIC TRANSIT

Metro
The Kiev Metro is one of the least expensive, most reliable, and the fastest means of transport in the city.

There are three metro lines (M1-red, M2-blue, and M3-green), all of them go through the city center. Thus, we encourage tourists to use metro while exploring the city. Maps in metro stations are translated in English and it’s easy to navigate the metro network in Kiev. Every station is announced by speakers as well as screens (showing current and next station upon the departure).

Working hours: 06:00 – 24:00 (the interval varies from 1-3 min (business hours) to 5 min (after 21:00) and 10 min (after 23:00).

Price: UAH 8 ($0.27) per ticket (called 'zheton' in Ukrainian) that is the cheapest in Europe. It is valid for one trip with the possibility to change lines and no matter how far you go.

How to pay:

- Buy it from the cash desk ("Kasa" in Ukrainian) at the entrance.
- PayPass card owners can use their card directly to get into metro for the same price but only on the yellow turnstile.
- Buy a monthly ticket with a magnetic tape (UAH 150-300.)
- Buy top-up card for UAH 12 and add money to your account through the terminal at the entrance.

Metro stations can be interesting to explore from an aesthetic point of view as well. One of the most interesting – Zolotî Vorota metro station that is decorated with beautiful mosaics of historical characters of Kievan Rus.
**Bus/Trolleybus/Tram**

All areas not covered by metro can be reached by public transport that is presented in Kiev by buses, trolleybuses, and trams. You may find them on assigned stops marked by telegraph pole. If you are going to a place that is not reachable by metro and you don’t want to take a taxi, you can use the extensive network of buses, trolleybuses, trams in Kiev. To find out the routes and track the movement of bus/trolleybus/tram use Easyway mobile app.

Price: UAH 8 ($0.27) per ticket, paid only in cash.

How to pay: It’s always simplest to pay the driver or conductor (special person on the board in official uniform) although tickets can be bought in kiosks throughout the city as well.

Once you are on the board, don’t forget to validate your ticket by punching a hole using special small punchers attached to the posts. Tickets can be ripped by the conductor as well.

Sometimes it is possible to meet the inspector who checks tickets to be punched to catch free-riders (also called “zayats” that means rabbit in Ukrainian.) Whose who are caught should pay UAH 60 as a penalty.

Keep in mind that because of common traffic jams, this kind of transport can be quite slow.

**Marshrutka**

Marshrutka is a privately-owned minibus taxis and, probably, one of the most popular ways of getting around in Kiev for locals. It follows a fixed route and can be hailed at the assigned bus stops. In order to check routes and track the movement of marshrutkas use Easyway mobile app.

Price: UAH 6-8, paid only in cash.

How to pay: you can pay the driver directly or pass the money to the nearest passenger who will pass it to the driver. Try not to give a big amount of money as change may come not very soon.

**Note:**

- While looking for the seat, avoid places in the front of the cabin. Otherwise, you will find yourself passing money to the driver forward and backward throughout all the trip.
- To get off in the right place just shout in advance: "Na ostanovke!" (means "on the station") and the driver will stop at the nearest bus stop.

**Funicular**

Kiev funicular is one of the main symbols of the city with a long history. This is an unusual means of transport – a simple carriage that goes up and down by rapid descent (Volodymyrska Hill) and offers an amazing view of the Dnieper river and left bank on the way down.

Note that there are only two stations and the travel time between them is approximately 3 minutes. It’s mainly used to connect the historic Upper town (starting from Mykhailivska Square) with Down town (Potemkina Stairs).

Price: UAH 3 ($0.12) per ticket.

How to pay: Buy the ticket from the cash desk at the entrance or obtain the monthly ticket with a magnetic tape.

Working hours: working days: 7:00 – 22:00, weekends: 6:00 – 23:00

On weekends and public holidays, you will often see long lines in front of the funicular as it is widely used both as urban transport and tourist attraction.

Whether you are interested in finding business partner, hire Ukrainian professionals, conduct the conference or consider investment or doing business in Ukraine, trip to Kiev – is a great chance for you!
TRAIN

There are good train connections between Kiev and most cities in Ukraine. Travelling by train is a great way to see the country and is more comfortable than taking the bus.

Station

Trains arrive at, and depart from Kiev Train Station, next to Vokzalna Metro Station.

Timetables and Destinations

Trains run between Kiev and most cities and large towns in Ukraine. Popular choices include overnight trains to Odessa and the express day trains to Lviv (5 hours) Dnipropetrovsk (5 hours), and Kharkiv (4½ hours).

For a full timetable of trains to and from Kiev go the timetables section of the Ukrzaliznytsia website (choose Kyiv-Pas from the ‘Timetable for Each Station’ drop-down menu).
Buying Tickets Online

Travellers can book train tickets from various websites.

Note that on successful completion of the booking process you may receive a voucher (not an e-ticket) with a payment number. It’s a voucher and not a ticket. It needs to be exchanged for a ticket at the train station for the actual ticket you’ll need to travel.

Ukrzaliznytsia Website

Ukrzaliznytsia have an online booking facility where passengers can purchase tickets for train travel throughout Ukraine.

Stations must be entered using the English translation of the destination name in Ukrainian (not Russian). For example Kyiv not Kiev, Odesa not Odessa, and Kharkiv not Kharkov etc.

Tickets.ua

Train tickets can also be bought online from the Tickets.ua website.

Buying Tickets in Kiev

Tickets can be purchased in person from Kiev Train Station or the Central Ticket Office. The Central Ticket Office is a better bet as it’s both quieter and closer to the city centre.

Many travel agencies also sell ticket but will charge extra for service.

TAXIS

Taxis are quite cheap in Kiev. Like in any big cities, taxi services are quite popular and there is a large number of taxi agencies. On average, moving across the city will cost between 2 and 4$. Unlike many countries, taxi drivers in Ukraine do not expect tips, but it is
appreciated. **Be cautious of taxi drivers who will try to charge you more as a foreigner.**

It is also worth mentioning that hailing a taxi on the streets of Kiev is not the best option. This is because cheating foreigners is quite common in such situations. If you have no other option but to hail a taxi on the street, here are some suggestions:

Be careful while agreeing with the meter on charge (double pricing is quite popular) and do not hesitate to bargain.

Avoid approaching a taxi near a "hot spot" - clubs, restaurants, major sights etc. They have their own (agreed upon between them) minimum fees and it will cost you much more than normal.

**CAR RENTAL**

Many companies offer car rental services in Kiev. Here are some websites:

- [https://www.kayak.com/Cheap-Kiev-Car-Rentals.15139.cars.ksp](https://www.kayak.com/Cheap-Kiev-Car-Rentals.15139.cars.ksp)
- [https://www.sixt.com/car-rental/ukraine/kyiv/](https://www.sixt.com/car-rental/ukraine/kyiv/)
- [https://www.economybookings.com/fr/location-de-voitures/europe/ukraine/kyiv](https://www.economybookings.com/fr/location-de-voitures/europe/ukraine/kyiv)

**HOTELS**

There are many hotels and hostels in Kiev such as:

- **Premier Hotel Hybrid**
- **Radisson Blu Kyiv**
- **Hotel Ukrayina**
- **InterContinental Kyiv**

For more you can visit [https://www.tripadvisor.com/SmartDeals-g294474-Kiev-Hotel-Deals.html](https://www.tripadvisor.com/SmartDeals-g294474-Kiev-Hotel-Deals.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/ukraine

Travel Advisory US:
https://travel.state.gov/content/travel/en/traveladvisories/traveladvisories/ukraine-travel-advisory.html

European Commission Country Reports (2019)
https://ec.europa.eu/info/research-and-innovation/strategy/international-cooperation/ukraine_en

CIA World Factbooks (One Pagers from US)

ADMINISTRATION

BANKING

Local Currency

The hryvnia, sometimes hryvnya; sign: ₴, code: UAH), has been the national currency of Ukraine since 2 September 1996. The hryvnia is subdivided into 100 kopiyok.
Bank Accounts and Financial Considerations

For help on how to open a bank account as a foreigner you can visit https://www.contactukraine.com/banking/personal-bank-account

Bank and Credit Cards

ATMs are widespread, even in small towns. Credit cards are accepted at most hotels and restaurants.

- Cash machines/ATMs are more common than in some Western countries and can be found in the same sorts of places.
- ATMs limit withdrawal amounts depending on which bank they belong to. This can be as low as 2000uah.
- The best way to manage your money here is to take it out of your account in hryvnya.
- Cirrus, Plus, Visa, MasterCard/EuroCard and other global networks are all recognised.
- ATMs are often slow and clunky. The English translations of the instructions can be unclear.
- Your own bank will charge you a small fee for taking out foreign currency.
- Some ATMs also distribute euros and US dollars.
- When possible, try to avoid street ATMs and use those inside bank offices to avoid card-number theft.

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.

**HEALTH INSURANCE**

The healthcare in Ukraine is generally not equal to Western standards. There is both public and private access to healthcare. For check up, routine procedures or even surgeries, you can consult private clinics (paying for services up-front). In the case of an emergency, you will be required to go to a public hospital. The services in the public sector are dated and greatly lacking in hygiene and safety practices. It is advised to spend as little time as possible in the public system.

Basic medical supplies are limited, particularly outside of major cities. There are some private institutions in Kiev that meet Western quality standards, but this may be difficult to locate in other cities. Make sure you have the EXTENDED COVERAGE through your health care insurance before coming to Ukraine. If your coverage is through Manulife or Sunlife, make sure to update your coverage before your house hunting trip.


**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/chncl/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:**


**PETS**

You will need:

- **Pet Microchip**
- **Vaccinations**
- **Rabies Titer Test**
- **Import Permit**
- **Health Certificate**

For more information you can visit https://www.pettravel.com/immigration/ukraine.cfm
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.

Ukrainian Postal Services

JSC Ukrainian Postal Service or Ukrposhta is a public company of Ukraine and the state post of Ukraine. For more information you can visit https://ukrposhta.ua/en/
HEALTH SERVICES

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).

HOSPITALS

Here is a list of English-speaking hospitals:
PRIVATE CLINICS

- Medicom
- Oberig
- Borys
- Dobrobut

For more information you can visit https://destinations.com.ua/wellness/medicine/47-top-4-private-medical-clinics-in-kyiv

PHARMACEUTICAL SERVICES

For a list of pharmacies, you can visit http://bestofukraine.com/ukraine-travel-center/north/kyiv/medicine/drug-stores.html

The GK Medical Clinic Pharmacy Services Tel: +49 2451717 308

DENTAL CLINICS

- Lumi-Dent
- A-Denta
- Oxford Medical
- 32-Dent
- Avanto

For more information you can visit https://destinations.com.ua/wellness/medicine/185-top-5-dental-clinics-in-kyiv

SOCIAL SERVICES

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

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

myriam.chebat@forces.gc.ca

+49 (0) 2451 717 206

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

martin.laferrieresimard@forces.gc.ca

+49 (0) 2451 717 309

**Padre**

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

<table>
<thead>
<tr>
<th>Maj Jean-Guy Morin</th>
<th>Lt(N) Lesley Fox</th>
<th>Capt Gerson Flor</th>
</tr>
</thead>
<tbody>
<tr>
<td>Located in Casteau</td>
<td>Located in London</td>
<td>Located in Naples</td>
</tr>
<tr>
<td>Responsible for Central Europe (Netherlands, Germany, France, Belgium)</td>
<td>Responsible for UK and Northern Europe</td>
<td>Responsible for Southern Europe (Spain, Italy, Portugal, Turkey, Romania)</td>
</tr>
</tbody>
</table>

jean-guy.morin@forces.gc.ca

+32 (0) 65 44 6179

lesley.fox@forces.gc.ca

+44 (0) 1895 613 022

gerson.flor@forces.gc.ca

+39 345 080 5673

**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

Most westerners will find driving Kyiv’s main thoroughfares relatively easy. The problems kick in when you drive anywhere outside these well-surfaced and signposted routes. The condition of most roads in Ukraine is basically wretched, especially after the winter thaw.

Another problem is the decrepit traffic lights. They are not all that bright, and sometimes it is difficult to tell which light is actually lit and which just has the sun shining on it to make it appear lit. Road markings, especially the all-important centre line, often go missing. In this case you should do what the locals do and decide for yourself where the line is. Just make sure that other drivers understand your intentions.

No right turns on a red light, unless you have a special green arrow next to the red light, and keep an eye out for pedestrians.

DRIVER’S LICENCE

To be allowed to pass the driving exam you’ll need to get a non-resident registration first. Also, the test is strictly in Ukrainian and translators are not allowed in the room.

18 years old is the threshold you can drive motor cars, 16 years – for driving motorbikes, motorcycles, scooters.

There are 14 driver license categories in Ukraine. Here are the most popular:

“A1” is for driving motorbikes, scooters and other two-wheel vehicles, aggregated with the engine up to 50 sm3;

“A” is for driving motorcycle and other two-wheel vehicles, aggregated with the engine 50 sm3 upwards;

“B” is for driving motor cars (weight – up to 3 500 kg; with up to 8 seats, excepting a driver’s).

Documents required to obtain Ukraine Driver’s Licence:

- Scan Copy of International passport
- A copy of the Ukrainian temporary/permanent residence permit
- Ukrainaina tax identification number
- 4 Photos size 3.5 x 4.5 cm
## INFORMATION ON DRIVER’S LICENCE IN CANADA AND RENEWAL

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

For more information, you can visit https://www.mnt.ee/eng/vehicle/roadworthiness-test

CAR INSURANCE

Touching car insurance in Ukraine, we mean two key types of insurance policies:

‘OSAGO’ (the Third person civil liability)

‘CASCO’ (the Fully comprehensive transport vehicle insurance).

The first one is compulsory – availability of the special counterfoil on a windscreen may be checked by road police. In case of the document absence the driver will be fined.

There are three types of this insurance which distinguish by extension of their service coverage (e.g. for one driver’s responsibility or a few people, authorized to drive etc.). The policy cost depends on the geographical zone (big cities are most expensive), volume of the car engine, deductible availability, expiration date. The total esteem varies considerably and may start from UAH 300-400 to reach a few thousand hryvnyas.

The second type of car insurance is voluntary. That refunds a car owner if a vehicle got damaged, was stolen etc. Its charge depends on coverage extension, deductible size, a car model and age, its engine volume, a driver’s experience term etc. Commonly price of CASCO policy is estimated for about 5-12% of the car cost.

Damaged reputation on CASCO refunding is a sore place of the Ukrainian insurance business. It is recommended to look through car owners’ independent reports on web to opt for an insurance company.

VEHICLE REGISTRATION

The list of transactions and documents required for the registration, re-registration and deregistration of vehicles depends on the type of vehicle.

For more information you can visit https://mfa.gov.ua/en/page/open/id/3634

These are an example of required documents:

1. Certificate issued by the customs;
2. A document certifying registration of the vehicle in a foreign country;
3. Special application (if the Embassy is the owner of the vehicle).
4. Payment receipt for making of number plates and registration certificates of vehicles;

5. A copy of the first page of the passport, sealed by the Embassy (if owner of the vehicle is a member of staff or a family member);

6. A copy of the accreditation card, sealed by the Embassy (if owner of the vehicle is a member of staff or a family member);

7. Foreign number plates.

**EMISSION STICKER**

**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:


**FUEL CARD**

Ukraine has Fuel Card that you can use to pay for gas or get discounts at specific gas station. Shell Retail and DKV Card are some example of these types of cards.

**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
BIKING/MOPEDS/MOTORCYCLES

Bicycles / Mopeds and Scooters / Motorcycles

They are no bicycle helmet laws in Ukraine.

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.

PARKING

Public parking garages in Kiev are still relatively rare and can usually only be found at nice hotels, business centers and shopping malls. Only newer residential buildings have underground parking, though it’s sometime possible to rent an underground parking space if you live near a hotel.

TOLLS / REST Stops

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

DRIVING SPEED

The speed limit for cars in Ukraine are as follows:

- 50 km/h (31 mph) in populated areas (designated by white road signs with town/city name). Blue road signs with village/town names on it do not override road’s speed limit.
- 20 km/h (12 mph) within residential areas
- 90 km/h (56 mph) outside populated areas
- 110 km/h (68 mph) on dual carriageways
- 130 km/h (81 mph) on motorways.

**Speed Cameras**

Speed cameras for traffic violations were introduced at the end of 2018 – the beginning of 2019.

**SAFETY BELTS AND CHILD SEATS**

It is compulsory for all inside the vehicle to wear a seatbelt. Children under 12 and less than 145cm tall must be seated in the back.

Law forbids to carry children under 12 years old without seat belts and child safety seat. It is forbidden to carry children on the front seat without a child safety seat. Children older than 12 years must be secured by seat belts.

**MOBILE PHONES**

It is forbidden to talk by phone while driving unless it has hands free set.

**WINTER TIRES**

In winter conditions, approximately from November to April, vehicles must have winter tyres on all wheels, with a minimum tread depth of 6 mm. The use of snow chains is allowed.

**ALCOHOL AND NARCOTICS**

It is forbidden to drive in a drink state or if you are intoxicated. The limit is 0.00%, although a 0.02% tolerance has been established in order to allow for some medications and mouthwashes that may contain alcohol.

It entails:

- **Penalty from UAH 2 550 to UAH 3 400**
- **Driving ban from 1 to 2 years**
- **Public works from 40 to 50 hours or administrative arrest**
ROADSIDE ASSISTANCE

Ukraine has some roadside assistance companies like Avis breakdown assistance.

IF INVOLVED IN A CAR ACCIDENT

If in an unfortunate situation you do get into an accident, here's a list of steps that you should take, in order to minimize the stress and troubles.

You SHOULD:

1. Switch on your emergency blinker
2. Put the emergency/accident sign 50 m away from your car to signal to the upcoming traffic
3. Provide first aid assistance to the injured (if there are any), and call an ambulance (101)
4. DO NOT MOVE YOUR CAR or any other items related to the accident (tree branches, etc.)
5. Try to keep all traces of accident intact
6. Call your insurance company
7. Call your embassy or consulate representative (make sure to have the embassy number always printed out and close to you)
8. Call someone who speaks Ukrainian/Russian (high chances that the police will not speak English, so calling anyone in your hotel, embassy or friend's circle will be a good idea)
9. Call Traffic Police (here'a list of regional and city offices)
10. Take plenty of photographs from the accident site (from all possible directions), the more the better

You SHOULD NOT:

1. USE ALCOHOL, DRUGS OR ANY ALCOHOL-BASED MEDICINE (with the exception of those that are already in your first aid kit)
2. Sign anything you do not understand or agree with

Once the traffic police arrive at the accident site, they should give you the following documents:

- Report of accident scene survey
- On-site accident scheme, prepared with your assistance
- Certificate of a damaged vehicle (approved by Order of the Armed Forces of Ukraine 22-10-03 № 1217), describing the damage in detail

**In case the damage is not big**, and you decide to clear the accident with the other party without involving the traffic police, make sure that:

- they (or you) pay you for the damage immediately
- they (or you) give a signed document, stating that you do not have any claims or complaints to the other party

**BUYING OR SELLING A CAR**

**To buy a new car**

Majority of the international auto brands are present in the official car dealers’ outlets here. Dealing with them warrants legal status of a car, defence of your consumer right, technical support, provided by the producer. Besides, the dealer facilitates you with state registration and purchasing the compulsory insurance police on civil liability at the showroom directly. The official representatives always have a few English-speaking managers on their staff. List of the official dealers can be found on the importer’s (or distributor’s) in Ukraine web site.

Key advantages of the ‘grey’ (unofficial) dealers are delivery speed and access to any model or its options you like. Whereas the official ones are severely limited with the contract obligations and regional production capacity, their ‘grey’ colleagues are more flexible in their twofold business.

While estimating your inputs into a car, don’t forget to add state taxes, registration fee, cost of the compulsory the Third person civil liability insurance policy (they are counted depending on the engine volume and cost of the car). You may also spend on the voluntary police – ‘CASCO’ (Fully comprehensive transport vehicle insurance) that guarantee refund if your car got damaged or was stolen. By and large, mandatory payments may reach 30% upwards of your car cost.

**To buy or sell a second-hand car**

The relevant Web sites and the ‘to buy and sell’ print bulletins are the common meeting points to find a used car. Most of them are in Russian, so you should flip to Google translate.

There are also the open-air auto markets in majority of the big cities here. As regards Kyiv, it is situated at two Oboukhiv highways furcation in the south of the city.

Notice, all the relevant legislation procedures are rather complicated, so it is worth to get expert consultancy on mandatory payments beforehand.
Be extremely careful while buying a second-hand car. That may be stolen in other country, smuggled or being camouflaged after had got damaged.

Either you buy a new or second-hand vehicle it is worth to trust registration procedure to a qualified person or to ask for accompanying at least. Handling with the state motor-car police offices is a painstaking job in terms of language problem, time expense and stress, affected by the tangled legal procedures.
RELIGIOUS SERVICES

ENGLISH LANGUAGE SERVICES IN THE AREA

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.
AROUND THE HOUSE

INTERNET/TELEVISION/MOBILE PHONE

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

In Ukraine the standard voltage is 220 V and the frequency is 50 Hz. You can use your electric appliances in Ukraine, if the standard voltage in your country is in between 220 - 240 V (as is in the UK, Europe, Australia and most of Asia and Africa).

Electricity in Europe differs from electricity in Canada, in that the voltage is higher and the frequency is lower. In Canada our electricity is 110V 60Hz, while in Europe, they have 220-230V and 50Hz. Some electronics are not compatible with European power and require transformers, while others are dual voltage and only require a plug adapter.

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

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

Lamps are considered dual voltage; however, you will need to replace the light bulbs with European lightbulbs.

**Single Voltage**

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

Most electronic devices have a prominent label that looks like this picture. On this device (a camera battery charger), you can see that after "Input" it says "110 - 240 volt", which means that it can be used with any voltage within that range, including the 110 volt standard in Canada or the 220-230 volt standard in much of Europe. All you'll need is a plug adaptor.

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

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

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

The total wattage of appliances plugged into the transformer must be less than the wattage rating of the transformer. To find out the wattage of an electronic device, if it’s not on the label, you can multiply the voltage of the item by the number of amperes (amps). For example, if the information on an item says 110V 60Hz 1A, you would 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

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

Transformers that do not have an ON/OFF switch, or have a switch and are turned on, will consume energy while plugged in, even if you do not have an appliance plugged into them. Therefore, you should always keep your transformers off or unplugged when not in use.

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

UTILITIES / APPLIANCES

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.

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

Drinking tap water is not recommended anywhere in Ukraine.

GARBAGE AND RECYCLING

There is a recycling program in the Ukraine.

METRIC CONVERSION

_Oven Temperature_

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

_Cup & Spoon Equivalents_

<table>
<thead>
<tr>
<th>Fraction</th>
<th>Volume in ml</th>
</tr>
</thead>
<tbody>
<tr>
<td>¼ cup</td>
<td>60 ml</td>
</tr>
<tr>
<td>1/3 cup</td>
<td>80 ml</td>
</tr>
<tr>
<td>½ cup</td>
<td>120 ml</td>
</tr>
<tr>
<td>2/3 cup</td>
<td>160 ml</td>
</tr>
<tr>
<td>¾ cup</td>
<td>180 ml</td>
</tr>
<tr>
<td>1 cup</td>
<td>240 ml</td>
</tr>
<tr>
<td>1¼ cup</td>
<td>300 ml</td>
</tr>
<tr>
<td>1½ cup</td>
<td>360 ml</td>
</tr>
<tr>
<td>2 cup</td>
<td>480 ml</td>
</tr>
<tr>
<td>3 cup</td>
<td>720 ml</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Fraction</th>
<th>Volume in ml</th>
</tr>
</thead>
<tbody>
<tr>
<td>1/8 tsp</td>
<td>0.6 ml</td>
</tr>
<tr>
<td>¼ tsp</td>
<td>1.3 ml</td>
</tr>
<tr>
<td>3/8 tsp</td>
<td>2 ml</td>
</tr>
<tr>
<td>½ tsp</td>
<td>2.5 ml</td>
</tr>
<tr>
<td>1 tsp</td>
<td>5 ml</td>
</tr>
<tr>
<td>1 tbsp</td>
<td>15 ml</td>
</tr>
<tr>
<td>2 tbsp</td>
<td>30 ml</td>
</tr>
<tr>
<td>3 tbsp</td>
<td>45 ml</td>
</tr>
</tbody>
</table>
EMPLOYMENT

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

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

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

SPOUSAL/DEPENDENT EMPLOYMENT ASSISTANCE AND EDUCATION

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

For information regarding education or employment please contact the MFS(E) Education, Employment and Training Programs Coordinator, Caroline Couture 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

SCHOOLS

**International School**

**KIEV INTERNATIONAL SCHOOL**

3A Svyatoshynsky Lane, Kyiv, 03115, Ukraine

See the location on the map

Tel: +380-44-452-2792 /3

Email: kyiv@qsi.org

Web-site: [https://www.qsi.org/ukraine/ukr.qsi.org/ukraine/ukr/](https://www.qsi.org/ukraine/ukr.qsi.org/ukraine/ukr/)

**PECHERSK SCHOOL INTERNATIONAL KIEV**

7A Victora Zabily, Kyiv, 03039, Ukraine

Tel: +380 44 377 5292

Email: absence@psi.kiev.ua

Web-site: [https://www.psi.kiev.ua/index.cfm](https://www.psi.kiev.ua/index.cfm)

**BRITISH INTERNATIONAL SCHOOL KIEV - PECHERSK CAMPUS**

1 Dragomirova Street, Kyiv, 01103, Ukraine

Tel/fax: +38 (044) 596 18 28

E-mail: info_pechersk@britishschool.com.ua


**BRITISH INTERNATIONAL SCHOOL KIEV - NIVKI CAMPUS**

36a Scherbakova Street, Kyiv, 03190, Ukraine

Tel: +38 (044) 239 12 42

E-mail: nivkiprimary@britishschool.com.ua

KIEV CHRISTIAN ACADEMY
31/7 Svitlyts’koho Street, Kyiv, 02000, Ukraine
Tel: +38 044 433 63 73
E-mail: office@kca.org.ua
Web-site: http://kca.org.ua/

KIEV GERMAN SCHOOL
10 Novomostytska Street, Kyiv, 04108, Ukraine
Tel: +38 044 462 08 01
Email: sekretariat@deutscheschule.kiev.ua
Web-site: www.deutscheschule.kiev.ua

GERMAN KINDERGARTEN KIEV – KITA
13 Yakira (new name Derevlianska) Street, Kyiv, 04119, Ukraine
Tel: +380 44 3793217
Email: kitaleitung@deutscheschule.kiev.ua
Web-site: www.deutscheschule.kiev.ua

KIEV FRENCH SCHOOL – LYCÉE ANNE DE KIEV
21 Chapaeva Street, Kyiv, 01030, Ukraine
Tel: +38 044 200 19 93
Email: proviseur@lyceeadk.com
Web-site: http://lyceeadk.com/

KIEV FRENCH KINDERGARTEN – P’TITCREF KIEV
Of. 98, 5/24 Irininskaya Street, Kiev, 01001, Ukraine
Tel.: +38 (044) 221 44 22
E-mail: kiev@ptitcref.com
IMMUNIZATION

For more information you can visit

<table>
<thead>
<tr>
<th>All travelers</th>
<th>Protect Yourself</th>
</tr>
</thead>
<tbody>
<tr>
<td>You should be up to date on routine vaccinations while traveling to any destination. Some vaccines may also be required for travel.</td>
<td></td>
</tr>
</tbody>
</table>

- Infants (6 through 11 months old): 1 dose of measles-mumps-rubella (MMR) vaccine before travel. This dose does not count as the first dose in the routine childhood vaccination series.
- People 12 months old or older, with no evidence of immunity or no written documentation of any doses: 2 doses of MMR vaccine before travel. The 2 doses must be given 28 days apart.
- People 12 months old or older who have written documentation of 1 dose and no other evidence of immunity: 1 additional dose before travel, at least 28 days after the previous dose.

| Routine vaccines | |
|------------------| |
| Make sure you are up-to-date on routine vaccines before every trip. These vaccines include measles-mumps-rubella (MMR) vaccine, diphtheria-tetanus-pertussis vaccine, varicella (chickenpox) vaccine, polio vaccine, and your yearly flu shot. | |

| Most travelers | |
|----------------| |
| Get travel vaccines and medicines because there is a risk of these diseases in the country you are visiting. | |

- Hepatitis A: CDC recommends this vaccine because you can get hepatitis A through contaminated food or water in Ukraine, regardless of where you are eating or staying.

| Some travelers | |
|----------------| |
| Ask your doctor what vaccines and medicines you need based on where you are going, how long you are staying, what you will be doing, and if you are traveling from a country other than the US. | |

- Hepatitis B: You can get hepatitis B through sexual contact, contaminated needles, and blood products, so CDC recommends this vaccine if you might have sex with a new partner, get a tattoo or piercing, or have any medical procedures.

- Rabies: Although rabies can be found in dogs, bats, and other mammals in Ukraine, it is not a major risk to most travelers. CDC recommends this vaccine only for these groups:
  - Travelers involved in outdoor and other activities in remote areas that put them at risk for animal bites (such as adventure travel and caving).
  - People who will be working with or around animals (such as veterinarians, wildlife professionals, and researchers).
  - People who are taking long trips or moving to remote areas in Ukraine.
  - Children, because they tend to play with animals, might not report bites, and are more likely to have animal bites on their head and neck.

**Key**
- Get vaccinated
- Keep away from animals
- Avoid sharing body fluids
- Eat and drink safely
- Reduce your exposure to pets
- Avoid non-sterile medical or cosmetic equipment
DISTANCE EDUCATION

CHILDREN’S EDUCATION MANAGEMENT (CEM)

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

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

SCHOLARSHIP AND BURSARY INFORMATION

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

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

FAMILY LIFE AND RECREATION

LOCAL ATTRACTIONS

Here is a list of some of the attractions in Kiev:

- Saint Sophia’s Cathedral
- Mystetskyi Arsenal art quarter
- Saint Andrew’s Church
- Mikhail Bulgakov Museum
- National Art Museum of Ukraine
- Kiev Pechersk Lavra monastery
- The Golden Gates

For more you can visit https://theculturetrip.com/europe/ukraine/articles/the-top-20-attractions-in-kiev/

CINEMAS

The following in a list of cinemas where you can watch movies in English. For more information you can visit https://destinations.com.ua/events/performances/33-4-places-in-kyiv-to-watch-movie-in-english

- Zhovten
- Kyiv
- Cinema Citi
- Planeta Kino
- Multiplex
- America House Kyiv

CONCERTS

For upcoming concerts, you can visit https://concert.ua/en/catalog/kyiv/concerts
SPORTS & ATHLETICS

- Aquarium Fitness Center
- Favorit
- Kiev Sport Club

For more information you can visit [http://www.kiev.info/recreation/sports_centers.htm](http://www.kiev.info/recreation/sports_centers.htm)

RECREATION CENTRES & PARKS

- Feofania Park
- Shevchenko Park
- Mariinsky Park

For more parks you can visit [https://www.tripadvisor.com/Attractions-g294474-Activities-c57-Kiev.html](https://www.tripadvisor.com/Attractions-g294474-Activities-c57-Kiev.html)

AMUSEMENT PARKS

- Seiklar Rope Park
- Dream Island
- Hydropark
- Happylon
- Family Entertainment Park Galaxy

For more information you can visit [https://www.tripadvisor.com/Attractions-g294474-Activities-c52-Kiev.html](https://www.tripadvisor.com/Attractions-g294474-Activities-c52-Kiev.html)

DINING OUT

**Tipping**

Most locals in Ukraine don't tip at restaurants, but tips may be expected from tourists. Tipping isn't part of the culture but is being introduced since Westerners have begun travelling to Ukraine. However, if you do wish to tip, you can tip around 10% for good service.
SHOPPING

GENERAL SHOPPING TIPS

Local Store Hours/Sunday/Holiday Shopping

Sunday is a day off for banks, offices and industries in Ukraine (and Kiev).

However, all the tourist sights and museums, restaurants, pubs and cafes as well as most of the money changing bureaus and many shops are all open over the weekend (Sat and Sun).

Some specific shops, service centres and agencies (for example, travel ones) can be closed.

Also, the majority of museums in Kiev have their day-off on Monday.

Public Washrooms

A women’s toilet (tualet) is marked with an upwards-facing triangle or ж (for zhinochy); men’s are marked with a downwards facing triangle, ч or м (for cholovichy or muzhcheny).

At pay toilets an attendant will demand 5uah and proffer an absurdly small amount of toilet paper in exchange.

Toilet paper in Ukraine is no longer so bad or so rare that you need to carry a major stash. That said, it’s a good idea to always keep a little on hand.

GROCERIES

For a list of supermarkets, you can visit https://en.wikipedia.org/wiki/List_of_supermarket_chains_in_Ukraine

Cooking and Baking

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.
GENERAL SHOPPING

Here is a list of shopping malls in Kiev:

- Ocean Plaza
- Gulliver
- Globus
- Tsum
- Dream Town
- Sky Mall
- Mandarin Plaza

For more information, you can visit [https://theculturetrip.com/europe/ukraine/articles/the-best-shopping-malls-in-kiev/](https://theculturetrip.com/europe/ukraine/articles/the-best-shopping-malls-in-kiev/)

CLOTHING SIZES

For a Ukrainian clothing conversion chart, you can visit [http://proudofukraine.com/ukrainian-clothes-sizes/](http://proudofukraine.com/ukrainian-clothes-sizes/)

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

Kiev has many dry cleaners such as:

- Star Dry Clean
- OSCAR Dry Clean Studio
- Dry Cleaning Un Momento

BARBER AND BEAUTY

Barber
- Lumberjack Barbershop
- Frisor Barbershop
- BRAZOR Barbershop

For more you can visit https://www.kievcheckin.com/top-5-barber-shops-in-kiev

**Beauty**
- Aktual
- Beauty Service
- Estet Center

For more you can visit http://www.kiev.info/recreation/beauty_salons.htm

**LIBRARY**
- National Library of Ukraine
- National Historic Library of Ukraine
- Library Botan

For more you can visit https://www.tripadvisor.com/Attractions-g294474-Activities-c60-t21-Kiev.html

**CHILDCARE**

To find a babysitter in Kiev you can visit https://www.greataupair.com/Babysitter_Service/Find_Babysitter/Kiev/Kyiv.htm

**PET CARE**
- Dog City
- ZooMarket
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 TRANSLATIONS & PHRASES

### BASIC WORDS, PHRASES AND QUESTIONS

<table>
<thead>
<tr>
<th>English</th>
<th>Ukrainian</th>
</tr>
</thead>
<tbody>
<tr>
<td>Yes (formal)</td>
<td>Tak</td>
</tr>
<tr>
<td>Yes (informal)</td>
<td></td>
</tr>
<tr>
<td>No (formal)</td>
<td>Ni</td>
</tr>
<tr>
<td>No (informal)</td>
<td></td>
</tr>
<tr>
<td>Hello</td>
<td>Zdrastuyte</td>
</tr>
<tr>
<td>Good Bye</td>
<td>Do pobachennya</td>
</tr>
<tr>
<td>Hi</td>
<td>Pryvit</td>
</tr>
<tr>
<td>Bye</td>
<td>Do pobachennya</td>
</tr>
<tr>
<td>Please</td>
<td>Buď laska</td>
</tr>
<tr>
<td>Thank You</td>
<td>Dyakuyu</td>
</tr>
<tr>
<td>Excuse Me</td>
<td>Pereproshuyu</td>
</tr>
<tr>
<td>My name is…</td>
<td>Mene zvaty…</td>
</tr>
<tr>
<td>What’s your name?</td>
<td>Yak vas zvaty…</td>
</tr>
<tr>
<td>Do you speak English?</td>
<td>Ty rozmovlyayesh anhliys'koyu?</td>
</tr>
<tr>
<td>I don’t speak Ukrainian</td>
<td>YA ne rozmovlyayu ukrayins'koyu</td>
</tr>
<tr>
<td>How are you?</td>
<td>Yak ty?</td>
</tr>
<tr>
<td>Would you help me please?</td>
<td>Chy dopomozhete vy meni, buď laska?</td>
</tr>
<tr>
<td>What time is it?</td>
<td>Kotra hodyna?</td>
</tr>
<tr>
<td>How much does...cost?</td>
<td>Skil'ky koshtuye...?</td>
</tr>
<tr>
<td>Where do I find...?</td>
<td>De ya mozhu znayty...?</td>
</tr>
<tr>
<td>Where are the bathrooms?</td>
<td>De sanvuzly?</td>
</tr>
<tr>
<td>Do you have...?</td>
<td>Ty mayesh...?</td>
</tr>
<tr>
<td>Where is...?</td>
<td>De...?</td>
</tr>
<tr>
<td>Could you please talk more slowly?</td>
<td>Ne mohly b vy pohovoryty povil'nishe?</td>
</tr>
</tbody>
</table>
| Could you repeat that, please?           | Chy mozhete vy povtoryty tse, buď laska?
### NUMBERS

<table>
<thead>
<tr>
<th>English</th>
<th>Ukrainian</th>
<th>English</th>
<th>Ukrainian</th>
</tr>
</thead>
<tbody>
<tr>
<td>one</td>
<td>odyn</td>
<td>eleven</td>
<td>odynadtsyat'</td>
</tr>
<tr>
<td>two</td>
<td>dva</td>
<td>twelve</td>
<td>dvanadtsyat'</td>
</tr>
<tr>
<td>three</td>
<td>try</td>
<td>thirteen</td>
<td>trynadtsyat'</td>
</tr>
<tr>
<td>four</td>
<td>chotyry</td>
<td>fourteen</td>
<td>chotyrnadtsyat'</td>
</tr>
<tr>
<td>five</td>
<td>p&quot;yat'</td>
<td>fifteen</td>
<td>p&quot;yatnadtsyat'</td>
</tr>
<tr>
<td>six</td>
<td>shist’</td>
<td>sixteen</td>
<td>shistnadtsyat'</td>
</tr>
<tr>
<td>seven</td>
<td>sim</td>
<td>seventeen</td>
<td>simnadtsyat’</td>
</tr>
<tr>
<td>eight</td>
<td>visim</td>
<td>eighteen</td>
<td>visimnadtsyat'</td>
</tr>
<tr>
<td>nine</td>
<td>dev'yat'</td>
<td>nineteen</td>
<td>dev&quot;yatnadtsyat'</td>
</tr>
<tr>
<td>ten</td>
<td>desyat’</td>
<td>twenty</td>
<td>dvadtsyat'</td>
</tr>
</tbody>
</table>

### PHRASES FOR EMERGENCIES

<table>
<thead>
<tr>
<th>English</th>
<th>Ukrainian</th>
</tr>
</thead>
<tbody>
<tr>
<td>Help!</td>
<td>Dovidka!</td>
</tr>
<tr>
<td>Police!</td>
<td>Politsiya!</td>
</tr>
<tr>
<td>Fire!</td>
<td>Vohon’!</td>
</tr>
<tr>
<td>Get a doctor!</td>
<td>Zvernit'sya do likarya!</td>
</tr>
<tr>
<td>I am sick.</td>
<td>YA khvoriyu.</td>
</tr>
</tbody>
</table>

### ORDERING IN A RESTAURANT

<table>
<thead>
<tr>
<th>English</th>
<th>Ukrainian</th>
</tr>
</thead>
<tbody>
<tr>
<td>The menu, please.</td>
<td>Menyu, bud' laska.</td>
</tr>
<tr>
<td>Do you have a menu in English?</td>
<td>Chy ye u vas menyu anhliys'koyu movoyu?</td>
</tr>
<tr>
<td>I'd like....</td>
<td>YA khotiv by...</td>
</tr>
<tr>
<td>Could you recommend something?</td>
<td>Chy mozhete vy poradyty shchos'?</td>
</tr>
<tr>
<td>Another (beer) please.</td>
<td>Shche odne (pyvo), bud' laska.</td>
</tr>
<tr>
<td>The check, please.</td>
<td>Rakhunok, bud' laska.</td>
</tr>
</tbody>
</table>
### HOUSE HUNTING

<table>
<thead>
<tr>
<th>English</th>
<th>Ukrainian</th>
</tr>
</thead>
<tbody>
<tr>
<td>House</td>
<td>Budynok</td>
</tr>
<tr>
<td>Apartment</td>
<td>Kvartyra</td>
</tr>
<tr>
<td>Rooms</td>
<td>Kimnaty</td>
</tr>
<tr>
<td>Bedrooms</td>
<td>Spal’ni</td>
</tr>
<tr>
<td>Living Room</td>
<td>Vital’nya</td>
</tr>
<tr>
<td>Kitchen</td>
<td>Kukhnya</td>
</tr>
<tr>
<td>Dining Room</td>
<td>Yidal’nya</td>
</tr>
<tr>
<td>Rent</td>
<td>Ordendna plata</td>
</tr>
<tr>
<td>Utilities</td>
<td>Komunal’ni posluhy</td>
</tr>
<tr>
<td>Parking</td>
<td>Parkovka</td>
</tr>
</tbody>
</table>