

# TURKEY

# HANDBOOK



Military Family Services Europe / MFS(E)

Riga-Remote Team

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[www.cafconnection.ca](http://www.cafconnection.ca) / [www.connexionfac.ca](http://www.connexionfac.ca)



**MFSP**  
MILITARY FAMILY  
SERVICES PROGRAM  
EUROPE



**PSFM**  
PROGRAMME DES SERVICES  
AUX FAMILLES DES MILITAIRES  
EUROPE

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# **GREETINGS FROM YOUR MFS(E) RIGA-REMOTE TEAM**

Your Military Family Services Europe / MFS(E) team wishes to congratulate you and your family on your OUTCAN posting. We would like to be the first to welcome you all to Europe! Did you know that your MFS(E) Riga-Remote team supports more than **350 members, spouses, and children posted to 15 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 Thriving in Guide 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](http://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, 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 below, or e-mail us directly at: [MFSE.RigaRemote@cfmws.com](mailto: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](mailto: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 often for the latest programs and services being offered:

## ***MFS(E) Website***

- <https://www.cafconnection.ca/Europe/Home.aspx>

## ***MFS(E) Facebook Page***

- <https://www.facebook.com/MFSEurope/>

## ***MFS(E) YouTube Channel***

- <https://www.youtube.com/channel/UCbQXCBqcVYvLZhDj0a37h8Q>

## ***CAF Connection Website***

- <https://www.cafconnection.ca/National/Home.aspx>

## ***My Voice/Ma Voix***

MyVoice is a closed Facebook group open only to the Canadian military community. MyVoice is a place for you to communicate with Military Family Services (MFS). The group is a safe place to discuss your experiences as a military family and offer feedback about your military lifestyle.

- <https://www.facebook.com/groups/MyVoiceMaVoix/>

## ***Family Information Line***

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

- <https://www.cafconnection.ca/National/Stay-Connected/Family-Information-Line.aspx>

# OVERVIEW OF TURKEY

## MAPS



## GEOGRAPHY/POLITICS

### CLIMATE

Within Turkey, you will find a variety of climates, with considerable differences between areas, as well as microclimates within regions due to different exposure of slopes and coasts.

The Aegean and Mediterranean coasts have cool, rainy winters and hot, moderately dry summers, however the coast of the Black Sea is colder than that of the Mediterranean. The interior continental climate features cold, snowy winters and hot, dry summers, though summer tend to be cool.

Summer is dry and sunny throughout the country, except on the north-east coast. In all the inland and south-central regions, the driest months are July, August and September.

**Izmir** has a Mediterranean climate which is characterized by long, hot and dry summers; mild to cool, rainy winters. The total precipitation for Izmir averages 686 millimetres per year; however, 77% of that falls during November through March. Maximum temperatures

during the winter months are usually between 10 and 16 degrees Celcius. During summer, the air temperature can climb as high as 40 degrees Celcius from June to September; however it is usually between 30 and 36 degrees Celcius.

**Ankara**, the capital city, is located in the center of a vast inland plateau, at about 900 meters above sea level. Here, winter is cold and snowy, with a January average of 1 °C, but the temperature can drop to around -20 °C when cold air blows in from Russia. Summer is hot and dry, with temperatures reaching 38/40 °C in the worst moments, while nights remain generally cool. Annual precipitation is low, at around 360 mm.

**Istanbul**, Turkey's largest city, features a transitional Mediterranean climate. In fact, it has quite cold winters, but otherwise showcases Mediterranean characteristics: the rainiest seasons are autumn and winter, and summer is hot and sunny. Annual precipitation amounts to about 820 millimetres, with the wettest months being December, January and February. In summer, the weather in Istanbul is hot and humid, with the temperature in July and August averaging 27°C. Summers are relatively dry, but rainfall is significant during that season. Extreme heat is uncommon. Winters are cold, wet and often snowy, with the temperature in January and February averaging 4°C. Snow and temperatures below freezing rarely last more than a few days. Spring and autumn are mild, often wet, and can range from chilly to warm.

## LANGUAGES

Turkish is natively spoken by the Turkish people. In 2005, 93% of the population of Turkey were native speakers of Turkish, about 67 million at the time, with Kurdish making up most of the remainder. However, most linguistic minorities in Turkey are bilingual, speaking Turkish with native-like fluency.

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, much easier. It will also be easier to connect and build friendships and ensure your cultural experience is more enriching.

The Military Family Services Europe/MFS(E) can provide you with a Rosetta Stone license, a phrase book and/or a dictionary for free. 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](mailto: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.

In Izmir, the US offers free of charge a two-week beginner Turkish class which the Canadian spouses are welcome to attend.

## **RELIGION**

Approximately 98 per cent of the population of Turkey identifies as Muslim; however, it is important to note that Turkey is a secular country, the only Muslim country in the world that has no state religion. Turkey's constitution guarantees religious freedom, and tolerance is the rule. The Turkish population also includes members of the Armenian Apostolic and Greek Orthodox churches, Roman and Eastern Catholics, and Jews. Today, approximately 120,000 Christians and 26,000 Jews live in Turkey, out of almost 80 million of the total population.

Secularism is particularly strong in Izmir, which is home to Turkey's second largest Jewish community after Istanbul, still, 2,500 strong. The community is still concentrated in their traditional quarter of Karataş. Smyrniot Jews like Sabbatai Zevi and Dario Moreno were among famous figures of the city's Jewish community.

## **COST OF LIVING**

The currency is the Turkish lira (TRY). U.S. dollars, euros, and major credit cards are widely accepted. In Summer of 2019, one TRY was approximately 0.228 Canadian dollars.

The cost of living in turkey is low compared to Canada, with costs on average being 50% of what we are used to. As with anywhere else in the world, living in a city incurs higher costs. The most expensive place to live in Turkey is Istanbul, with higher rents as well as day to day costs like transport, food shopping and nightlife are more costly. However, on the Aegean and Mediterranean coasts, the cost of living drops dramatically.

For price comparisons, see:

<https://www.numbeo.com/cost-of-living/comparison.jsp>

## **CANADIAN/EXPAT COMMUNITY**

*Please note that this section is currently being developed. If you have questions, contact us at [MFSE.RigaRemote@cfmws.com](mailto: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.*

## CULTURAL NUANCES, ETIQUETTE AND TRADITIONS

We have gathered information from other Canadian families living in Turkey to help new families coming in adjust to the everyday life changes and cultural differences that come with moving to Turkey. We are very appreciative of the information provided and always welcome more info about your individual experiences and any questions that you may have.

1. *You will hear the call to prayer five times per day from the mosques*
2. *Frequency of adults and young children selling things on the street (tissues, gum, roses etc)*
3. *Cars frequently honk their horns - don't take it personally when they honk at you*
4. *Cars parked in lanes of travel with flashers on, buses cutting off drivers*
5. *Trucks overloaded and people sitting on the top to hold the wires down*
6. *Don't be surprised to see an entire family of four on one moped, not wearing helmets*
7. *Stray dogs around the city*
8. *The asphalt has a high concentration of marble in it, which makes the roads incredibly slick when raining*
9. *Take the Turkish language course and optional tour during in-processing; it's a great way to learn downtown and bus system (Izmir)*
10. *Most locals do not speak English or French, learning basic Turkish is a must*
11. *Pedestrians have no rights on the streets of Izmir, please be cautious and if you are in the way move quickly*
12. *"Tamam" (tuh-mum) means "Okay" – You will hear it every day*

## PUBLIC HOLIDAYS

The following religious and National or Regional holidays are celebrated in Turkey. Dates given are for 2009. Note that for religious holidays, Islam follows a lunar calendar, meaning each month begins with the new astronomical moon. As lunar months are shorter than solar, the Islamic calendar does not correspond with the Gregorian calendar followed in the West. This is why Ramadan and other religious holidays and events occur about 11 days earlier every year.

**1 January** - New Year's Day (**Yılbaşı**) – National Holiday – First day of the new year.

**23 April** - National Sovereignty and Children's Day (**Ulusal Egemenlik ve Çocuk Bayramı**) – National Holiday – Commemoration of the first opening of the Grand National Assembly of Turkey in Ankara (1920). Dedicated to the children.



**1 May** - Labor and Solidarity Day (**Emek ve Dayanışma Günü**) – National Holiday.

**Sunday, 19 May** - Commemoration of Atatürk, Youth & Sports Day (**Atatürk'ü Anma Gençlik ve Spor Bayramı**) – National Holiday – The arrival of Atatürk in Samsun in 1919, the beginning of the War of Independence.

**Monday, 3 June (2019)** - Sugar Feast's Eve (**Ramazan Bayramı Arifesi**) – Religious Holiday – ½ day.

**Tuesday, 4 – Thursday, 6 June (2019)** - Sugar Feast (**Ramazan Bayramı**) – Religious Holidays – Three-day festival to celebrate the end of fasting (Ramadan).

**Monday, 15 July** - Democracy Day – National Holiday – Celebrating foiled coup attempt.

**Saturday, 10 August** - Feast of the Sacrifice's Eve (**Kurban Bayramı Arifesi**) – Religious Holiday – ½ day.

**Sunday, 11 – Wednesday, 14 August** - Feast of the Sacrifice (**Kurban Bayramı**) – Religious Holidays.

**Friday, 30 August**

Victory Day (**Zafer Bayramı**) – National Holiday – Victory over the allied forces during the final battle in Dumlupınar in 1922, ending the War of Independence. Dedicated to the armed forces.

**6 October** - Liberation of Istanbul (**İstanbul'un Kurtuluşu**) – Regional Holiday – Anniversary of the liberation of Istanbul by Turkish armed forces during the War of Independence.

**28 October** - Republic Day's Eve (**Cumhuriyet Bayramı Arifesi**) – National Holiday – ½ day.

**29 October** - Republic Day (**Cumhuriyet Bayramı**) – National Holiday – Anniversary of the proclamation of the Turkish Republic in 1923.

## NEWS

There are several options for staying on top of the news while living in Turkey:

- **Hurriyet Daily News:** Daily news covering national and international events, culture and sport, aimed at foreigners living in Turkey
- **Today's Zaman:** Daily newspaper featuring Turkish and global news
- **Turkey Herald:** Daily comprehensive newspaper, designed for foreigners living in Turkey

You can also check out Turkish online news in English:

- **Turkish Press:** Web-based news and information site
- **Haber Turk:** Current news from all over Turkey
- **Anadolu Agency:** Comprehensive news from Anatolia, Turkey

- [English Sabah](#): National, world, sports, economy, arts and travel news
- [Turkish Weekly](#): Turkish news with a focus on international politics

## BEFORE YOU COME

Do your homework and read about your new country of residence. Moving can be exciting, but make sure you are as prepared as possible.

Here are a few country reports for Turkey:

- [European Commission on Turkey \(2019\)](#)
- [The World Factbook \(CIA\) -Turkey](#)
- [Travel Advisories for Turkey \(Government of Canada\)](#)

### **Things to Consider/Bring:**

- *Feminine hygiene products (such as tampons) are difficult to find in Turkey. Please bring a few months supply of your preferred products, while you find a method of resupply.*
- *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.*
- *If you want to buy nice furniture in Turkey, note that it can be very expensive and hard to find*
- *Food that you are used to and love: food non-perishable, toilet paper, tissues, cream, tooth paste, pharmacy items. You may want to consider a trip to somewhere*

*like Costco in Canada before the sea container arrives. Be sure to know the moving company regulations (no spices, liquids, etc.)*

- *Your vehicle*
- *Cold weather clothing (it does get cold in the winter)*
- *A year's supply of personal necessities that the PX may not stock (make-up, deodorant)*
- *Your own bedroom furniture and mattress*
- *DVD sets of TV shows, series etc*
- *BBQ grill*
- *Basic tools (for power tools remember the voltage differences)*
- *All military kit and deployable HQ*
- *Buy a VPN on your computer if you want to watch shows from Canada; a lot of websites are blocked in Turkey*

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, Indigenous crafts, books, flags, maple leaves, Canada branded clothing, children's stuffed animals of beavers or RCMP, etc.).

Some people really miss Canadian treats 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. The choice is yours, and it is part of the experience. Just as you can't get some of that comfort food you have been used to, you will get to experience all kinds of new and interesting tasty treats while in Europe.

## **EMERGENCY INFORMATION**

### **PUBLIC SAFETY AND SECURITY**

Petty crime, including pickpocketing and purse snatching, occurs, particularly in Istanbul. Avoid showing signs of affluence and ensure that personal belongings, passports and other travel documents are secure at all times.

Muggings, assaults and sexual assaults are known to occur. Do not accept food and drinks from strangers, even if wrappings or containers appear intact, as these may be drugged.

You should decline unsolicited invitations from strangers to go to down-market bars and neighbourhoods. "Friendly" locals have invited tourists to bars for food and drinks and then forced to pay the steep bill.

Do not accept letters, parcels or other items from strangers. Criminals involved in drug trafficking have attempted to use foreigners to deliver packages and messages into and out of Turkey.

Carry identification documents at all times. Leave your passport in a safe place and carry a photocopy for identification purposes.

There have been reports of physical and verbal harassment toward women. Consult the publication ***Her Own Way: A Woman's Safe-Travel Guide*** for travel safety information specifically aimed at Canadian women.

There is a threat of kidnapping along the borders with Syria and Iraq, where Muslim extremist groups take advantage of porous borders and unpredictable security situation to carry out operations.

Dress conservatively, especially in areas outside major cities and coastal resorts.

There is a zero tolerance policy regarding drinking and driving. Consequences could include heavy fines payable on the spot.

For up to date information, please visit: <http://travel.gc.ca/destinations/turkey>

## **EMERGENCY CONTACTS**

Police (Emergency) .....	155
Ambulance (Emergency) .....	112
Fire .....	110
CFSU(E) Duty Officer .....	+49 (0) 1725 345 900
CFSU(E) Chaplain.....	+32 (0) 65 44 6179

## Ankara Embassy of Canada

- **Street Address:**  
Cinnah Caddesi No. 58, Çankaya 06690, Ankara, Turkey
- **Telephone:** 90 (312) 409-2700  
**Fax:** 90 (312) 409-2712  
**Email:** [ANKRA-Consular@international.gc.ca](mailto:ANKRA-Consular@international.gc.ca)

## Istanbul Consulate General of Canada

- **Street Address:**  
209 Buyukdere Caddesi, Tekfen Tower - Levent 4, Istanbul, Turkey
- **Telephone:** 90 (212) 385-9700  
**Fax:** 90 (212) 357-1000  
**Email:** [ISTBLCS@international.gc.ca](mailto:ISTBLCS@international.gc.ca)

**For emergency assistance after hours**, call the Embassy of Canada in Ankara or the Consulate of Canada in Istanbul and follow the instructions. You may also call the Emergency Watch and Response Centre in Ottawa toll-free at 00800-14-220-0149. ***The toll-free number is inaccessible for mobile phone users in Turkey.***

# 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 in different ways –

+90 - 232 - 343 80 - 14	+90 (232) 343 80 - 14	0090 (0) 232 343 80 - 14
(232) 343 80 - 14	232 / 343 80 - 14	232 343 80 14

The "+90" at the start is the exit code and German country code. The "232" is the area code (for Izmir, for example) and the "3438014" is the phone number. There is no standard length for area codes within Europe (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 (+90).

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 Within Turkey

To make a long-distance call (any call outside of your area code), you have to dial the long-distance prefix (0) before the seven-digit local phone number. Here are the area codes for Turkey's major cities:

- Adana **322**
- Ankara **312**
- Antalya **242**
- Bursa **224**
- Istanbul (Asian side) **216**
- Istanbul (European side) **212**
- Izmir **232**

## Calling Outside of Turkey

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 Turkey

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 Turkey from Canada

The exit code in Canada is "011"

011 - 90 - area code - seven-digit number

## Some Country Codes:

Austria.....	43
Belgium .....	32
Czech Republic.....	420
Estonia .....	372
France .....	33
Italy .....	39
Germany .....	49
Latvia .....	371
Netherlands.....	31
Spain.....	34
Switzerland .....	41
Turkey .....	90
United Kingdom ....	44

Summary:

To dial a number within Turkey		0 [area code] 1234567
To dial a Turkish number from elsewhere in Europe		+90 [area code] 1234567
	or	00 90 [area code] 1234567
To dial a number outside Turkey (ex: France)		+33 121 1234567
	or	00 33 121 1234567
To dial Canada from xx		00 1 613 5551234
To dial xx from Canada		011 90 [area code] 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. 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**

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Canadian families in Izmir have provided the following information on communities in and around the city:

#### Alsancak

1. 12 -15 mins from NATO
2. Great central location, heart of shopping district
3. Shuttle bus
4. Walking distance to BX, chapel & Commissary
5. Only apartments
6. Crowded, congested and subject to city noise, limited street parking

#### Buca

1. Walking distance from NATO



2. *Plenty of Shopping and Restaurants*
3. *Public Transportation*
4. *Not as clean as Alsancak*

#### Bornova

1. *35 mins from NATO*
2. *Nice properties, houses and apartments*
3. *Access to public transportation*
4. *Nice Shopping District, New modern Mall (including IKEA) and restaurants*

#### Karsiyaka and Mavesehir (Across the Bay)

1. *Nice/new properties, combo of houses and apartments, great view*
2. *Great access to public transportation and a nice shopping district*
3. *Far from NATO, Not near the PX and commissary*
4. *Need a vehicle*

#### Mithatpasa

1. *25 mins from NATO*
2. *Modern apartments, quiet*
3. *Less expensive than Alsancak, but great views*
4. *PX/Commissary not in walking distance*

#### Urla

1. *40 min drive to NATO*
2. *50 min drive to PX/Commissary*
3. *Large, beautiful homes*
4. *Excellent choice if you have pets or don't like city life*
5. *Car is almost a must, very limited public transportation*
6. ***Most of Canadians currently live here***

## **HOUSES AND REALTORS**

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In Izmir, the Metis relocation company will arrange everything for your HHT. They will help with all things like utilities, delivery, doctor appointments etc.

# BASE INFORMATION

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## **MAPS / EXCHANGE/COMMISSARY / SCHOOLS / MORALE, WELFARE AND RECREATION / HOUSING / RELIGIOUS SERVICES**

### **POST OFFICE**

#### **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](mailto:postal@forces.gc.ca) to inform them when and what to expect.

## Turkish Post Office Services

PTT, an abbreviation for *Posta ve Telgraf Teskilati*, is the national postal service of Turkey. Turkish post offices are easily recognizable by the yellow and dark blue PTT signs. Major post offices are open from 08:00-00:00 Monday to Saturday and from 09:00-19:00 on Sundays. Smaller offices are open from 08:30-12:30 and from 13:30-17:30 and may be closed at weekends.

As well as selling stamps and telephone tokens and cards, some post offices will exchange cash as well as international postal orders and travellers' cheques.

For more information, visit:

<https://www.ptt.gov.tr/Sayfalar/EN/Post/PostalServices.aspx>

# 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. To ensure equitability across Formation Europe, all EF members have the same entitlements; however, certain entitlements are managed differently depending on location. See this link for more information:

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

## **AIR TRAVEL**

You can easily fly between most major cities in Turkey with national or local airlines including Turkish Airlines, Anadolu Jet, Atlas Global, Onur Air, Pegasus Airlines and Sun Express.

Domestic fares may be available as low as 30€ one way, off season, with advance purchase. Tickets can be purchased online, at one of the airline offices, or through an officially recognized travel agent.

## **PUBLIC TRANSIT**

Izmir has an integrated pre-pay ticket, the Kentkart (Citycard). The card is valid on the metro (subway), buses, ferries and certain other municipal facilities. The Kentkart allows the use of multiple forms of transport within a 90-minute window for the price of a single fare.

İzmir has an extensive bus system, a developing metro and commuter rail system and a large urban ferry network. The Izmir metro network that is constantly being extended with new stations put in service.

For more information, see <https://www.izmir.bel.tr/en/transportation-guide/494/2150>.

A recently built large bus terminal, the Otogar in the Pınarbaşı suburb on the outskirts of Izmir, has intercity buses to destinations across Turkey. It is quite easy to reach the bus terminal since bus companies' shuttle services pick up customers from each of their branch offices scattered across the city at regular intervals, free of charge.

## **TRAIN**

Izmir has two historical rail terminals in the city centre. Alsancak Terminal and Basmane Terminal are the two main railway stations of the city. The Turkish State Railways operates regional service to Ödemiş, Tire, Selçuk, Aydın, Söke, Nazilli and Uşak, as well as other intercity service to Ankara, Afyon and Bandırma (Istanbul via IDO connection)

## **TAXIS**

If budget is not a primary concern, the easiest way to get around is to take a taxi. To avoid surprises or scams, always agree to the fare before you leave for your destination.

To the city centre from Izmir airport, it would cost approximately 80 TRY / \$20 CAD.

## **CAR RENTAL**

To rent a car in Turkey, you must be at least 21 years old (age may vary by car category) and have held your license for one year. Drivers renting a car under the age of 25 could incur a young driver surcharge. A few car classes have a maximum rental age of 70 years. Seatbelts are mandatory, child safety seats are not (but recommended). Fire and third-party liability insurance are mandatory.

Cars rented in Turkey may not be taken out of the country.

## **HOTELS**

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For suggestions, please see the Government of Canada Accommodation and Car Rental Directory at:

<http://rehelv-acrd.tpsgc-pwgsc.gc.ca/acrds/index-eng.aspx>

## **TRAVEL ADVISORIES**

<https://travel.gc.ca/travelling/advisories>

# **ADMINISTRATION**

## **BANKING**

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## **Local Currency**

The currency is the Turkish lira (TRY). U.S. dollars, euros, and major credit cards are widely accepted. In Summer of 2019, one TRY was approximately 0.228 Canadian dollars.

## **Bank Accounts and Financial Considerations**

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## **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 online banking.

## **Money Transfer**

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

## **INSURANCE**

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## **CRA AND RESIDENCY STATUS FOR SPOUSES/DEPENDENTS**

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

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

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

The purpose of this document is to provide general residency information for the spouses of employees of the Department of National Defence (“DND”)/members of the Canadian Armed Forces (“CAF”) and Department of Foreign Affairs, Trade and Development (“DFATD”) Canada that are sent on foreign assignments. This document does not address all possible situations that may require more analysis when determining the tax implications.

Please note that our reference to a spouse in this document includes a common-law partner.

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

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

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

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

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

If you believe that you will be a non-resident of Canada when you leave with your spouse and family for the foreign assignment because your intention, primary ties and secondary ties support your status as a non-resident of Canada, then you should complete Form NR73, Determination of Residency Status (Leaving Canada). The Canada Revenue Agency will

review the information provided in your completed Form NR73 to determine whether or not you will be considered a non-resident of Canada.

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

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

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

Further information on how income tax rules apply to Canadian residents that leave the country can be found in <http://www.cra-arc.gc.ca/tx/nnrstdnts/ndvdlis/nrs-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

## **CHILD BENEFITS**

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## **PETS**

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For information regarding importing pets into Canada, please visit the following link:



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

## HEALTH SERVICES

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The quality of healthcare in Turkey varies from region to region and depending on whether you are accessing the public or private system. There is a significant private healthcare system in Turkey, which is generally cheaper than elsewhere in Europe.

In the major cities such as Istanbul, Izmir, or Ankara, you will have access to high-quality private hospitals with experienced doctors and medical staff, most of whom can speak English. Those living in more rural areas will find access to healthcare quite limited.

Public healthcare in Turkey is generally not up to Canadian standards, though with increasing competition from private hospitals, there has been an increase in the quality of care in public institutions in recent years. Still, it is likely Canadians in Turkey will choose to go to a private medical facility.

Private hospitals in Turkey are relatively affordable and offer good quality care. It is normally easy to make an appointment as private centres and hospitals have English speaking call centres.

### GENERAL

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

+49 2451 717 301

[GKMedicalClinic@forces.gc.ca](mailto:GKMedicalClinic@forces.gc.ca)

### HOSPITALS / DOCTORS

#### ISTANBUL

There are more private hospitals in Istanbul than public. These hospitals generally stick to their appointment times, and one rarely needs to wait very long to see a doctor, even in the

emergency room. Many doctors can speak excellent English, and some have even been trained and have worked abroad.

Below is a list of some of the most prominent hospitals in Istanbul.

### **Acibadem International Hospital**

[www.acibadem.com.tr](http://www.acibadem.com.tr)

Istanbul Cad. 82, Yeşilköy

### **American Hospital (Amerikan Hastanesi)**

[www.amerikanhastanesi.com.tr](http://www.amerikanhastanesi.com.tr)

Güzelbahçe Sok 20, Nişantaşı

### **Florence Nightingale Hastaneleri**

[www.florence.com.tr](http://www.florence.com.tr)

Abide-i Hurriyet Cad. 166, Şişli

### **Memorial Hospital Sisli**

[www.memorial.com.tr](http://www.memorial.com.tr)

Piyalepaşa Bulvarı, Okmeydanı, Şişli

## **IZMIR**

### **Kent Hastanesi Hospital**

8229/1 Sokak No. 56, Çigli

Izmir, Turkey 35580

- The hospital is a full-service medical complex offering tertiary-care services in a range of specialities. With 189 beds, 21 intensive care beds, and six surgery suites, Kent employs 143 full-time physicians, including 60 surgeons, and 240 part-time (visiting) surgeons.
- Most of the physicians and a number of additional staff members speak English.
- **Specialities:** Cardiology, Cosmetic and Reconstructive Surgery, Fertility and Reproductive Health, Oncology

### **Medical Park Izmir Hospital**

Yeni Girne Bulvarı 1825 Sok. No:12 Karşıyaka / İzmir

- The hospital is the largest private hospital of the Aegean Region and houses all the departments that are expected from a full-fledged hospital. Medical Park Izmir Hospital has an inpatient bed availability of 301 beds and comprises 7 general operating theatres, 2 cardiovascular surgery operating theatres, 4 delivery rooms, and 1 ophthalmologic intervention hall.

## ANKARA

### Memorial Ankara Hospital

Balgat Mah. Mevlana Blv. 1422. Sok. No: 4, 06520, Çankaya/Ankara

- Memorial Ankara Hospital serves as the healthcare base of the region as one of the biggest private hospitals in the capital and its superior technological infrastructure. Features a 230-bed capacity, of which 60 are in intensive care units; MR and CT rooms, world-class Coronary Intensive Care, General Intensive Care, CVS Intensive Care and Neonatal Intensive Care units, and much more.

### Liv Hospital Ankara

Kavaklıdere, Bestekar Cd No:8, 06680 Çankaya/Ankara, Turkey

- Serving international patients in their own language, offering a patient-oriented approach with highly experienced physicians using a multidisciplinary approach. Liv Hospital offers an extensive range of services ranging from disease prevention and health improvement programs to esthetic and cosmetic applications.

## PRIVATE CLINICS

## IZMIR

### **Family Physician:**

Dr. Cem Akdeniz: Has an agreement with CFSU (E) Med for Military personnel. He will send the invoice to the Medical Section in GK directly. For families, you will have to pay and claim through PSHCP (Sunlife).

Address: Ali Çetinkaya Blv. No 56 Satih Apt 4/10 ( entrance at the side ) , Alsancak, Izmir

Tel: +90 (0) 232 463 52 42 or Mobile: +90 (0) 532 604 03 40 Email:

dr.cemakdeniz@gmail.com

### **Gyn/Obs:**

Dr. Murat Ulukus (Speaks English, French, Turkish)

Address: Ali Çentikaya Bulvari No 58/4 Ugur apt., Alsancak – Izmir

Office Tel: +90 (0) 232 421 98 48 Mobile: +90 (0) 532 254 02 96 Email:

ulukusmurat@yahoo.com

### **Optometrist:**

Dr. Bayata Ayse (Speaks English, German & Turkish)

Address: 1380 Sokak Alyans Apt. 2 B/7, Alsancak Izmir

Phone: +90 (0) 232 422 60 60 Mobile: 0532 252 6152

## PHARMACEUTICAL SERVICES



Pharmacies (eczane) are plentiful in the main towns and cities. You can recognize them by the big red “e” sign out front. Purchasing medicines at pharmacies is relatively easy as many prescription medications are available cheaply and over the counter. Most neighbourhoods in major cities have a duty pharmacy that is generally open 24 hours a day.

Note that not all brands and types of medication or health care supplies that are available in Canada will be available in Turkey. Do your research in advance, and bring at least 3 months worth of essential medications with you from Canada. It may take time to find a supplier or alternative.

## DENTAL CLINICS

### IZMIR

Dr. Özlem Ertürk (has an agreement with CFSU (E) Med for Military personnel. He will send the invoice directly to the Medical section in GK.

Address: Cumhuriyet Bulvari No 1821/1, Alsancak-Izmir

Office phone: +90 (0) 232 421 34 54

Mobile: +90 (0) 532 504 20 22

Private: +90 (0) 232 761 03 28

Email: ozlem.erturk@erturkdental.com

Dr. Mehmet Sonmez (Speaks English)

Tel: 0532 272 4687 Website: <http://www.ctgdental.com/tr/dr-mehmet-sonmez.html>

## 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](mailto: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](mailto:martin.laferrieresimard@forces.gc.ca)

+49 (0) 2451 717 309

## Padre

Three Padres serve the families in Europe, and they are also available for consultation:

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

Driving in Turkey is busy, honking is a form of communication and the bigger the vehicle, the more priority they have.

Turkey offers a good network of roads, but be aware that driving standards are generally poor. Turkey has one of the world's highest motor vehicle accident rates, and Turkish drivers are known to be reckless and aggressive. Drive defensively and with caution.

Traffic drives on the right. Road signs are similar to those used in Europe and are plentiful. There is no shortage of gas stations; many are open 24 hours a day. Be aware that gasoline is expensive in Turkey.

Some Turkish highways have tolls, but they're not very costly. Travel between Istanbul and Ankara only incurs a charge of €12.50. Tolls are collected in cash at booths as you leave the highway.

On-the-spot fines are very common for minor traffic offences and speeding. If you do not have cash on you, you'll be taken to a bank or cash machine. If you still can't pay your car will be impounded until you find a means.

Traffic travels on the right and caution in rural areas is advised since you are likely to encounter farm carts and animals in the road.

Turkey does not have as many gas stations as does the rest of Europe. Stations are usually open 6 am to 10 pm and stations on the expressways are open 24 hours.

## DRIVER'S LICENCE

You will need to have your driving licence and proof of motor insurance, preferably with a green card. If you don't have a photo card, you'll need an international driving licence.

## INFORMATION ON DRIVER'S LICENCE IN CANADA AND RENEWAL

Province	Mailing Address	Phone Number	Internet Site
Alberta	Alberta Transportation Main Floor- Twin Atria 4999-98 Ave Edmonton, AB T6B 2X3	(780) 310-0000 Outside AB: (780) 427-8230	<a href="http://www.alberta.ca/government-of-alberta-ministry-of-transportation-drivers-vehicles">Government of Alberta Ministry of Transportation: Drivers &amp; Vehicles</a>
British Columbia	ICBC Licensing Driver Services Centre 151 West Esplanade North Vancouver, BC V7M 3H9	From Lower BC: (604) 661-2800 Toll Free in NA: (800) 663-3051	<a href="http://www.icbc.com/driver-licensing/Pages/default.aspx">http://www.icbc.com/driver-licensing/Pages/default.aspx</a>
Manitoba	Manitoba Transportation Driver & Vehicle Licensing 234 Donald St, Box 6300 Winnipeg, NB R3C 4A4	(204) 985-7000 Fax: (204) 954-5338 or Toll Free in NA: (800) 665-2410	<a href="http://residents.gov.mb.ca/reference.html?d=details&amp;program_id=304">http://residents.gov.mb.ca/re- ference.html?d=details&amp;progr- am_id=304</a>

Province	Mailing Address	Phone Number	Internet Site
New Brunswick	NB Department of Transportation 364 Argyle St Fredericton, NB E3B 1T9	<a href="http://www2.gnb.ca/content/gnb/en/services/driving_and_vehicles.html">DPS- MSP.Information @gnb.ca</a>	<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>
Newfoundland & Labrador	Motor Registration Division Department of Government Services PO Box 8710 St. John's NF A1B 4J5	(709) 729-4834	<a href="http://www.gs.gov.nl.ca/drivers.html">http://www.gs.gov.nl.ca/drivers.html</a>
North West Territories	Government of NWT Department of Transport 5003 – 49th Street, Yellowknife NWT X1A 2L9	(867) 873-7487 Fax: (867) 669-9094	<a href="http://www.dot.gov.nt.ca/live/pages/wpPages/issuingoffices.aspx">http://www.dot.gov.nt.ca/live/pages/wpPages/issuingoffices.aspx</a>
Nova Scotia	Nova Scotia Registry of Transportation P.O. Box 186 Halifax, Nova Scotia B3J 2N2	(902) 424-5851 Toll Free in NA: (800) 898-7668 <a href="mailto:tir-occ@novascotia.ca">tir- occ@novascotia. ca.</a>	<a href="http://www.gov.ns.ca/snsmr/access/drivers.asp">http://www.gov.ns.ca/snsmr/access/drivers.asp</a>
Nunavut	Motor Vehicles Division Department of Economic Development & Transportation Box 1000 Station 1575 Iqaluit, NU X0A 0H0	Toll Free: (867) 975-7800	<a href="http://www.gov.nu.ca/programs-services/vehicle-registration">http://www.gov.nu.ca/programs-services/vehicle-registration</a>
Ontario	Ministry of Transportation Licensing Admin. Office 77 Wellesley Street West Ferguson Block, 3rd Floor Toronto, ON M7A 1Z8	(416) 235-2999 Toll Free: (800) 387-3445 Fax: (416) 235-4414	<a href="http://www.mto.gov.on.ca/english/dandv">http://www.mto.gov.on.ca/english/dandv</a>
Prince Edward Island	Prince Edward Island Depart. of Transportation & Public Works PO Box 2000 Charlottetown, PE C1A 7N8	(902) 368-5228 Fax: (902) 368-5236	<a href="http://www.gov.pe.ca/tir/index.php3?number=20138&amp;lang=E">http://www.gov.pe.ca/tir/index.php3?number=20138&amp;lang=E</a>



Province	Mailing Address	Phone Number	Internet Site
Quebec	Societe de l'Assurance Automobile de Quebec P.O. Box 19600, Terminus 333 blvd. Jean- Lesage Quebec, PQ G1K 8J6	Quebec, PQ: (418) 643-7620 Montreal, PQ: (514) 873-7620 Toll Free in PQ: 1 (800) 361-7620	<a href="http://www.saaq.gouv.qc.ca/en/index.php">http://www.saaq.gouv.qc.ca/en/index.php</a>
Saskatchewan	Saskatchewan Government Insurance (SGI), Licensing and Registration Services 2260 11th Avenue Regina, SK S4P 0J9	(306) 775-6900 Toll Free: (800) 667-9868	<a href="http://www.sgi.sk.ca/individuals/index.html">http://www.sgi.sk.ca/individuals/index.html</a>
Yukon	Gold Creek Building (Old Rogers Video Building) Unit A, 2251-2nd Avenue Whitehorse, Yukon Y1A 5W1	(867) 667-5315 Fax: (867) 393-6220 Toll Free: (800) 661-0408 ext. 5315	<a href="http://www.hpw.gov.yk.ca/mv/mvdrlic.html">http://www.hpw.gov.yk.ca/mv/mvdrlic.html</a>
Transport Canada	Transport Canada Tower C, Place de Ville 330 Sparks St Ottawa, ON K1A 0N5	(613) 990-2309 Toll Free: (866) 995-9737	<a href="http://www.tc.gc.ca/eng/road-menu.htm">http://www.tc.gc.ca/eng/road-menu.htm</a>

## ROADWORTHINESS TEST/SAFETY

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## CAR INSURANCE

There are four primary types of vehicle insurance available in Turkey, plus some additional extra cover that you may add on to a standard policy.

Compulsory traffic insurance (Zorunlu Trafik Sigortasi) - covers the basic minimum requirements of Turkish law – third party liability insurance (not including your passengers) - but offers little or nothing more than that. Vehicles without this insurance may not be driven on the roads.

Limited vehicle insurance (Dar Kasko) This insurance is the most comprehensive standard insurance available for vehicles in Turkey. It covers not only injury to third parties (including your passengers) but also damages caused to you and to your own vehicle, and the loss of your vehicle because of theft, fire, or any other cause.

Intermediate insurance (Genişletilmiş Kasko) - On top of the limited vehicle insurance, you can add one or two additional clauses such as coverage while outside the country.

Full Vehicle Insurance (Tam Kasko) - Includes all of the above but with all the possible options for additional coverages such as losses caused by 'acts of God', terrorism, or damage by animals.

Turkey is party to the Green Card arrangements. The Green Card or International Motor Insurance Certificate extends normal insurance to other European countries visited by the driver. It is an internationally recognised document, which is accepted by the authorities of all other European countries.

- *For families posted to Izmir, there is a broker on the base, which most find easier to deal with.*

## **VEHICLE REGISTRATION**

If you choose to bring/purchase a vehicle:

- *Think small, and not your prized possession*
- *Be prepared to use public transportation or rental (IRP) until your vehicle arrives or is purchased. Your vehicle may take as long as two months from shipping date to registration, as long as 30-45 days once it arrives in the country.*
- *Registration can take 4 hours to several days. Expect lots of bureaucracy, inspections and know where to find the VIN and engine number. (Metis relocalisation company will help with the paperwork).*
- *Registration fees:*
  - *Standardization Cert (VPC does this): 180 TRY*
  - *Vehicle Registration fee (license plates): 100 TRY*
  - *Vehicle Inspection fee: 110 TRY*
  - *Engine block Cert: 135 TRY*

## **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:

<https://www.green-zones.eu/en.html>

## FUEL CARD

You can have a special price for gas (tax free) once your car is registered with Opet gas stations (equivalent of Canadian prices). But you will have a limited quantity for each car registered per month (based on engine size).

## 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

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## PARKING

There is no metered parking in Turkey. In residential areas, parking vehicles on the road is generally not permitted. In towns, parking officials collect fees for on-street parking. In cities, you can find parking lots and garages with machines or more likely parking attendants. In commercial areas of the main cities, you may find parking meters and ticket machines.

Areas where parking isn't allowed are clearly marked with signs and yellow or red lines on the road or curb.

Parking fines can be paid at banks or post offices.

## TOLLS

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

## REST STOPS

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## DRIVING SPEED

Speed limits in Turkey are:

- *Town and city: 50 km/h*
- *Open Roads: 90 km/h*
- *Motorways: 90 km/h*

## Speed Cameras

Safety cameras are common in Turkey, both mobile and fixed devices. While warning signs were used to tell drivers where cameras are placed, these are slowly being removed. Respect the speed limit at all times.

## SAFETY BELTS AND CHILD SEATS

Everyone in a car must be wearing a seatbelt as soon as the engine is started – failure to do so incurs a fine.

In Turkey, no child under the age of twelve can travel in the front seat of a car. Instead, they must be secured using an age- and size-appropriate restraint in the rear of the car.

## **MOBILE PHONES**

Using a phone while driving in Turkey is illegal (despite many drivers doing so). You will receive an on the spot fine if caught. Hands-free mobile use is allowable.

## **WINTER TIRES**

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## **ALCOHOL AND NARCOTICS**

There is zero tolerance for drinking and driving in Turkey. Your blood alcohol level limit is 0mg. Do not drink any alcohol if you intend to drive afterwards. Penalties are stiff and could see you held in a not very pleasant Turkish jail.

## **ROADSIDE ASSISTANCE**

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## **IF INVOLVED IN A CAR ACCIDENT**

Turkey has a very high rate of road traffic accidents, with the majority of accidents occurring in the provinces of Istanbul and Ankara.

Turkish law requires you to carry an 'accident report' form in the vehicle at all times. The form is provided by your insurance company as part of the annual renewal process. It is in a standard design and the instructions are always written in both Turkish and English. The form contains spaces to record the essential information about the accident. This way nothing is forgotten.

In the event of a minor accident with no injuries or deaths, it is not necessary to call the Traffic Police. However, if drivers cannot come to an agreement on the circumstances and liability of the accident, then the Police must be called.

- **Traffic Police Tel: 155**

In the event of a serious accident, or any accident where there are injuries or death:

- Stop immediately.
- Do not move the vehicle until advised to do so by the Police. If possible take photographs of the scene of the accident before moving the car. If you move your car before you call the police or without the consent of the other driver you may find it impossible to make a claim against your insurance.
- Put on a reflective jacket/vest before leaving the car in dark conditions, bad weather, or at night (driver and any passengers).
- Turn on hazard lights and place warning triangles 50m in front of and behind the car.
- Drivers involved the accident must exchange details including registration number, name, address and insurance policy details.
- **Never sign any paperwork unless certain it's understood and agreed.**

Once the Police arrive at the scene of the accident, all parties involved must present their driving licence and vehicle registration documents. The Police then breathalyse all drivers involved in the accident. The result of this test and the official police report of the accident are needed to make an insurance claim. The police report and test results are usually available from the District Police Station within three days of the accident.

## BUYING OR SELLING A CAR

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## RESOURCES

### Traffic Office:

+CFSUEFE@forces.gc.ca (Traffic Section)

+49 (0) 2451 717 119

+49 (0) 2451 717 136

<http://www.forces.gc.ca/en/caf-community-benefits/relocation.page>

Registrar of Imported Vehicles : Authorization for importation to Canada. <http://www.riv.ca>

# 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.

### **Internet & AFN:**

ASDL: Approximately 40-100 TLY/month) Must have a phone line first. Asymmetric DSL modem must be purchased in Turkey.

Cable modem (approximately 80 TLY/month).

The PX in Izmir has contractor that can install and interact with companies (includes AFN if you have it done at the same time).

### **Home Phone (TTNET):**

Actual Turkish phone: Best reception, inexpensive but more expensive than internet systems, only at home. They also have a package for international calls. (inexpensive)

MSN Web Messenger: Free

Skype: Free or buy prepaid cell \$10/25

Vonage: \$25-35/month

Yahoo Phone In/Phone Out: \$3/month + \$0.1/min

### **Cell Phones:**

Personal cell phone brought into Izmir must be registered within 30 days (confirmed with Blue customs stamp) or the IMEI will be blocked.

AVEA (prepaid card)

Vadafone (contract)

Turk cell (prepaid)

## **ELECTRICITY**

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

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

### ***Dual Voltage***

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

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

### ***Single Voltage***

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





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



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



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

## Transformers

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

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

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## **APPLIANCES**

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## **BEDS**

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

## **WATER QUALITY**

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## **GARBAGE AND RECYCLING**

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## METRIC CONVERSION

### Oven Temperature

275 F = 135 C	350 F = 175 C	425 F = 220 C
300 F = 150 C	375 F = 190 C	450 F = 230 C
325 F = 165 C	400 F = 205 C	500 F = 260 C

### Cup & Spoon Equivalents

COOKING CONVERSION CHART							
Measurement				Temperature		Weight	
CUP	ONCES	MILLILITERS	TABLESPOONS	FAHRENHEIT	CELSIUS	IMPERIAL	METRIC
8 cup	64 oz	1895 ml	128	100 °F	37 °C	1/2 oz	15 g
6 cup	48 oz	1420 ml	96	150 °F	65 °C	1 oz	29 g
5 cup	40 oz	1180 ml	80	200 °F	93 °C	2 oz	57 g
4 cup	32 oz	960 ml	64	250 °F	121 °C	3 oz	85 g
2 cup	16 oz	480 ml	32	300 °F	150 °C	4 oz	113 g
1 cup	8 oz	240 ml	16	325 °F	160 °C	5 oz	141 g
3/4 cup	6 oz	177 ml	12	350 °F	180 °C	6 oz	170 g
2/3 cup	5 oz	158 ml	11	375 °F	190 °C	8 oz	227 g
1/2 cup	4 oz	118 ml	8	400 °F	200 °C	10 oz	283 g
3/8 cup	3 oz	90 ml	6	425 °F	220 °C	12 oz	340 g
1/3 cup	2.5 oz	79 ml	5.5	450 °F	230 °C	13 oz	369 g
1/4 cup	2 oz	59 ml	4	500 °F	260 °C	14 oz	397 g
1/8 cup	1 oz	30 ml	3	525 °F	274 °C	15 oz	425 g
1/16 cup	1/2 oz	15 ml	1	550 °F	288 °C	1 lb	453 g

# 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 3<sup>rd</sup> 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) such as work agreements, T4s, etc.*
- *Two References (including names and addresses at least, with email contact – 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](mailto: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

### Department of Defense Education Authority (DoDEA)

Ankara Elementary School / High School

APO, AE 09822

Turkey

**Phone:** [011-90-312-422-7000](tel:011-90-312-422-7000)

**Fax:** 011-90-312-285-1791

### International School

#### International School in Izmir: MEF International School

Half day Junior Kindergarten/Half day Senior Kindergarten

Grades 1-5 / Grade 6-10 / Grade 11 -12

Address: Dokuz Eylül Mh., 699. Sk. No:2, 35410 Gaziemir/İzmir

Tel: +90 232 274 74 74

General: [info@mefis.k12.tr](mailto:info@mefis.k12.tr)

Admissions: [registrar@mefis.k12.tr](mailto:registrar@mefis.k12.tr)

Website: <http://www.mefis.k12.tr/izmir/>

## IMMUNIZATION

Be sure that your [routine vaccines](#), as per your province or territory, are up-to-date regardless of your travel destination.

Some of these vaccines include measles-mumps-rubella (MMR), diphtheria, tetanus, pertussis, polio, varicella (chickenpox), influenza and others.

Izmir - A community nurse (CAF) visits once a year in the fall from Geilenkirchen, to make required immunizations available, including the flu shot. If you need immunizations earlier, your doctor can administer them in office.

The Government of Canada and WHO (World Health Organization) recommend the following vaccinations for Poland:

- Hepatitis A
- Hepatitis B
- Influenza
- Measles
- Rabies
- Tick-borne encephalitis
- Yellow Fever - Country Entry Requirements

## **DISTANCE EDUCATION**

Please note that this section is currently being developed. If you have questions, contact us at [MFSE.RigaRemote@cfmws.com](mailto: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.

## **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](mailto:Nathalie.Gagne@forces.gc.ca).

For full information on education OUTCAN, please visit Children's Education Management on [CAFConnection.ca](http://CAFConnection.ca)

- <https://www.cafconnection.ca/National/Programs-Services/Education-and-Training/Children-s-Education-Management.aspx>

For more information regarding the education of dependents, please contact the following numbers:

- Children's Education Management Officer: +49 2451 717 164
- Education Allowance Coordinator: +49 2451 717 212

## **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:

- [https://www.cfmws.com/en/SupportOurTroops/Programs/Documents/Scholarship\\_e\\_FIN\\_AL\\_25%20Mar%2013.pdf](https://www.cfmws.com/en/SupportOurTroops/Programs/Documents/Scholarship_e_FIN_AL_25%20Mar%2013.pdf)

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>) 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:

- <https://www.cicic.ca/868/Search-the-Directory-of-Educational-Institutions-in-Canada/index.canada>

For more information on this directory please visit:

- <https://www.cicic.ca/871/Read-more-information-about-the-Directory-of-Educational-Institutions-in-Canada/index.canada>

# RELIGIOUS SERVICES

## ENGLISH LANGUAGE SERVICES IN THE AREA

To better understand what services and denominations are available in your area, please speak to the Canadian consulate, embassy or your unit.

# ENTERTAINMENT & LEISURE

## FAMILY LIFE AND RECREATION

**INCLUDING THE FOLLOWING TOPICS: LOCAL ATTRACTIONS / CINEMAS / CONCERTS / HOBBIES & CLUBS / SPORTS & ATHLETICS / RECREATION CENTRES & PARKS / AMUSEMENT PARKS / DINING OUT**

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## Istanbul

<https://www.ithaka.travel/blog/things-to-do-istanbul-with-kids/>

<https://theistanbulinsider.com/10-fun-activities-for-kids-in-istanbul/>

## Izmir

**Playlands** are located within shopping malls and everyone has different things to offer. The soft play area is for kids 3 and older and you pay by the 30 min. They also offer a small arcade.

**Ege Perla Playland** has a small city the kids can play in

**Optimum Playland** also has a bowling alley to offer

**Monkey Jungle** offers a soft play area for children up to the age of 4 upstairs and a much larger indoor playground for the older children downstairs. They also have a small arcade section and eating area.

Binbaşı Reşatbey Mahallesi, Akçay Caddesi, Mh No:11/1-A, 35410 Gaziemir

Tel: +90 232 207 17 27

**Fame City** - Offers a soft play area for the smaller children, an arcade and a bowling alley.

Konak Mahallesi, Gazi Osman Paşa Blv. Hilton Center No:7, 35210 Konak/İzmir

Tel: +90 232 446 08 08

- <http://www.orangesmile.com/travelguide/izmir/familychildren--755097.htm>
- <https://www.inspirock.com/turkey/izmir-province-with-kids>

## Ankara

- <https://theculturetrip.com/europe/turkey/articles/6-things-to-do-with-your-kids-in-ankara-on-holiday/>
- <https://travelingcanucks.com/2012/11/things-to-do-in-ankara-turkey/>

## AMUSEMENT PARKS

### Funtastic Aquarium Izmir

Address: R. Şevket İnce Mahallesi, 2148/9 Sokak No.4, 35540 Bayraklı/İzmir

### Izmir Wildlife Park

Address: İzmir TR, Ahmet Piriştina Cd. No 3, 35620 Çiğli

### Kültürpark

This park has various walking trails, playgrounds and an amusement park.

Address: Kùltürpark Hizmet Binası Mimar Sinan Mahallesi, Şair Eşref Bulvarı Kùltürpark No: 50, 35220 Konak

### **Hasanağa Bahçesi**

A variety of walking trails, playgrounds, bird exhibit, a skatepark and a basketball court.

Address: Adatepe Mh, 35390 Buca/İzmir

### **Monkey Park Adrenaline and Adventure Park**

This park offers high ropes, low ropes, climbing walls, zip lines and survival skills for ages 4 and up.

Address: Meryemana Cad. No:19 Gümüldür 35480 İzmir / Türkiye

Tel: +90 (232) 798 9191

[http://monkeyparkadventure.com/\\_en/index.html](http://monkeyparkadventure.com/_en/index.html)

## **DINING OUT**

### **La Pena**

Tapas & Pizza

Location: Erinç Sokak No:13, Urla

English Speaking owner-Zafer. You can message him directly for reservations

Whats App 0532 223 9573

FB <https://www.facebook.com/lapenaurula/>

Hours 12 pm to 12 am.

### **BOoh Lokal**

Vegetarian

Location: Alsancak, Izmir

Şevket Özçelik Sokak No:2E Alsancak

Instagram @boholokal FB <https://www.facebook.com/boholokal/>

Hours 9 am to 8pm.

### **Leone Patisserie & Boulangerie**

Best croissants in Izmir

Leone Pâtisserie & Boulangerie

[Www.leone-tr.com](http://www.leone-tr.com)

### **Jocelyne Patisserie**

"Best Cakes in Izmir"

[Www.jocelynepastacilik.com](http://www.jocelynepastacilik.com)

### **Two Cups Coffee Shop**

Coffee shop by the Port Residence, Alsancak

[Www.twocups.com.tr](http://www.twocups.com.tr)

### **Ozlem**

Urla.  
Can use WhatsApp to make reservation. Speaks English.  
90 533 726 71 06

#### **Patisserie- Urla**

Art Street Urla  
Makes great cakes, cookies and baked goods.  
Can use WhatsApp for orders. Speaks English.  
90 537 979 88 77

## **Tipping**

It is customary to tip anywhere from 5% to 15% at places like restaurants, hotels, barbers, hairdressers, and Turkish baths. Drivers of dolmus and taxis do not expect tips.

# **SHOPPING**

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## **GENERAL SHOPPING TIPS**

### **Local Store Hours/Sunday/Holiday Shopping**

Turkey is a shopper's paradise! What is the Grand Bazaar if not an early version of the modern shopping mall? Here you will find major malls with common Western brands, plus local specialties and handicrafts.

Shoppers are expected to barter, and Turkish salespeople will use all kinds of methods to entice you to their shops. If you are just looking and do not want to buy, avoid eye contact with the traders and to walk on as if disinterested.

Shops tend to be open Monday to Saturday, 9:30 hrs to 19:00 hrs, with a one-hour break from 13:00 hrs to 14:00 hrs. Shops remain closed on Sunday.

The **Istanbul Covered Market** functions from Monday to Saturday, from 8:00 hrs to 19:00 hrs. It is closed on Sundays.

Several establishments and government offices in the Aegean and Mediterranean regions remain closed in the afternoon during the summer months.

## **Public Washrooms**

## **Shopping Bags**

## **GROCERIES**

**Migros** - The main Turkish grocery store is Migros. There are 5 types of Migros stores, categorized by the number of Ms. The number of "M"s indicates the approximate size of the store (i.e. a 1-M Migros will have only the essentials, like a corner store, while you can expect a 5-M Migros to be extremely large and well-stocked).

**Carrefour** is a French based grocery store that carries more European based products. There is a large one in Izmir located by the Agora Mall.

There are various other smaller chains such as Bim and Sok.

## ***Cooking and Baking***

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## **GENERAL SHOPPING**

**Koctas** is a chain store, located across Turkey. They offer similar items as you would find at a Home Depot, but on a smaller scale.

## **CLOTHING SIZES**

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## VAT FREE SHOPPING

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## LOCAL SERVICES

### DRY CLEANING

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### BARBER AND BEAUTY

#### Ata Kuaför

Address: Zeytinalanı Mahallesi, 4128. Sk. No:11, 35430 Urla

Tel:+90 232 766 42 82

Mobile: +90 533 312 58 88

- You can message via WhatsApp to make an appointment.
- Hair cut & colouring
- Manicures & Pedicures

**S & C Hairport** Alsancak - Izmir

[www.sckuafor.com](http://www.sckuafor.com)

### LIBRARY

Please note that this section is currently being developed. If you have questions, contact us at: [MFSE.RigaRemote@cfmws.com](mailto: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

### CHILDCARE

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## **PET CARE**

### **Shema & Erol Vet Zeytinalani**

She speaks english, her husband is the Vet  
90 535 452 99 26  
@lemonveteriner

### **Corinna Kaplan - Dog sitting**

Urla  
0544-736 06 80  
corinna.kaplan@gmail.com

# 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 travelling 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

English	Turkish
Yes (formal)	Evet
No (formal)	Hayir
Hello	Merhaba
Good Bye	Hoşçakal or Güle, güle
Please	Lütfen
Thank You	Teşekkür ederim
Excuse Me	İzninizle
My name is...	İsmim ... (inf/frm) Adım ... (inf/frm)
What's your name?	İsminiz nedir? (frm) Adın ne? (inf)
Do you speak English?	İngilizce biliyor musun? (inf) İngilizce biliyor musunuz? (frm)
I don't speak Turkish	Türkçe bilmiyorum.
How are you?	Nasılsınız? (frm) Nasılsın? (inf)
Would you help me please?	Lütfen bakar mısınız?
What time is it?	Saat kaç?
How much?	Kaç para?
Where do I find...?	Saat kaç?
Where are the bathrooms?	Tuvalet nerede?
Where is...?	... nerede?
I don't understand.	Anlamıyorum
Could you please talk more slowly?	Lütfen daha yavaş konuşun
Could you repeat that, please?	Bir daha söyler misiniz?

## NUMBERS

English	Turkish	English	Turkish
one	bir	eleven	on bir
two	iki	twelve	on iki
three	üç	thirteen	on üç
four	dört	fourteen	on dört
five	beş	fifteen	on beş
six	altı	sixteen	on altı
seven	yedi	seventeen	on yedi
eight	sekiz	eighteen	on sekiz
nine	dokuz	nineteen	on dokuz
ten	on	twenty	yirmi

## PHRASES FOR EMERGENCIES

English	Turkish
Help!	İmdat!
Police!	Polis çağrın!
Fire!	Yangın!
Get a doctor/ambulance!	Doctor/ambulans çağrın!
I am sick.	Hastayım

## ORDERING IN A RESTAURANT

English	Turkish
The menu, please.	Yemek listesini alabilir miyiz lütfen?
Do you have a menu in English?	İngilizce menünüz var mı?
I'd like ... please.	Bir ... istiyorum lütfen.
What can you recommend from the menu?	Menüde neyi tavsiye edersiniz?
I would like a refill, please!	Tekrar alabilir miyim lütfen?
The check, please.	Hesabı getirir misiniz lütfen?

English	Turkish
A receipt, please.	Faturayı getirir misiniz lütfen?
Is/are there ___ in this?	Bunda ___ var mı?
Could you please prepare the dish without _____?	Lütfen yemeği ___ olmadan hazırlar mısınız?
The food was delicious!	Yemek lezzetliydi!

## HOUSE HUNTING

English	Turkish
House	Ev
Apartment / flat	apartman dairesi / düz
Room	yatak odası
Bedrooms	yatak odası
Living Room	oturma odası
Kitchen	mutfak
Dining Room	yemek odası
Rent	kira bedeli
Utilities	araçlar
Parking	park yeri