CRAIOVA, RO
HANDBOOK

Military Family Services Europe / MFS(E)
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Greetings From
Your MFS(E) Riga-Remote Team

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

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

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

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

Our website ([www.cafconnection.ca](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, is we encourage you and your family to build a strong support network while you are in Europe. MFS (E) is your key resource to getting in contact with others and to share your experiences and your insight.

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

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

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

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

Best Regards,

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

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

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

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

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

Moving around in the guide:

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

Several of the websites referenced in this guide will be in a language other than English. There are a couple of options to obtain the information in English:

- You can enter the address of the website directly into https://translate.google.com/ and it will translate the entire website
- If you have Google Chrome, you can right click anywhere on the page and it will bring up a dialog box which often has a “Translate to English” option. Due to website formatting, this option may not be available for all pages or for all text on the page.
- Some sites have the option to change the language. These sites will have either a drop-down menu listing multiple languages or flags symbolizing the language. Simply click on the language or flag (typically a British or American flag) to see a translated version of the website. Often this option can be found in the top right corner.

This guide is an ongoing work in progress, and we need your help:

- Our Handbooks heavily rely on the time, energy and experiences of our families posted to Europe. For that reason, some sections may be more complete than others.
- Please let us know of any errors or omissions and we will update them in the next edition.
- If there is a topic you’d like added to the next edition, do not hesitate to let us know.

You can contact us at:

MFSE.RigaRemote@cfmws.com

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

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

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

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

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

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

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

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

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

**Family Information Line (FIL)**

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

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

MAPS

Overview of Romania:

Capital: Bucharest
Language: Romanian (some German, Hungarian, Russian)
Border Countries: Bulgaria, Ukraine, Hungary, Serbia, Moldova (and Black Sea)
Population: 19,401,658 people
Area: 238,397 km²
Time Zone: UTC + 2 (EET) Summer (DST): UTC +3 (EEST)
Climate: temperate and continental, with four distinct seasons
Currency: RON (Romania is not on the Euro).
Government Type: Republic, parliamentary democracy
Members of: NATO (2004), EU (full member 2007)
Country Code: RO
Calling Code: +40 (or 0040)
Internet TLD: .ro
Overview of Craiova

Craiova, Romania's 6th largest city and capital of Dolj County, is situated near the east bank of the river Jiu in central Oltenia. Craiova is considered a university town and is gradually growing and become more important to Romania’s economy.

Fast facts about Craiova:

Location: Southern Romania  
County: Dolj  
Size: 31.4 sq. miles (81.4 sq. kilometers)  
Elevation: 288 ft. (90 meters)  
Population: 270,000  
First documented: 225 A.D.

Craiova is 233km from the capital, Bucharest. It can take 3-5 hours to drive to the capital, depending on the road conditions, traffic and the weather.

More about Romania:

Romania borders Hungary, Serbia, Bulgaria, Moldova, and the Ukraine and also has a shoreline along the Black Sea.

The Port of Constanta, located along the Black Sea coast, is one of the largest ports in Europe. Romania is a country that has a long history of conflict, including both World Wars as well as the most recent communist dictatorship of Nicolae Ceausescu and his wife Elena. Communism is a political system that was imposed on Romania by the Soviets and their supporters. It can be argued that Romania was the most devastated USSR satellite states of the communist era and is the only country behind the iron curtain who violently overthrew their dictator and had them executed on December 25th 1989. Although Romania has been a part of the European Union since 2007, and a member of NATO since 2004, it is still developing in many respects.

It would be an insult to Romania to believe we can provide an overview of its complex history in simply a few paragraphs. For that reason, I strongly encourage you to do your own independent research on Romania. Here is a short list of books that can shed light on this complex country.

1. In Europe’s Shadow: Two Cold Wars and a Thirty-Year Journey Through Romania and Beyond by Robert D. Kaplan  
2. A Concise History of Romania by Keith Hitchins
4. *A History of Romania* by *Ioan Bolovan*.

For more information on the history of Romania:

- [http://romaniatourism.com/history.html](http://romaniatourism.com/history.html)
- [https://www.britannica.com/place/Romania/National-communism](https://www.britannica.com/place/Romania/National-communism)
- [http://www.procesulcomunismului.com/marturii/fonduri/mmioc/anticomromev/docs/02.htm](http://www.procesulcomunismului.com/marturii/fonduri/mmioc/anticomromev/docs/02.htm)

A Brief Introduction on the Roma:

The Roma people (derogatory term: Gypsy) actually only make up an estimated 3 - 11% of the total population in Romania. (It is said that many Roma claim to be Romanian or Hungarian to avoid discrimination, making it difficult to have an accurate representation of their population) Although they have their origins in Northern India more than 1,500 years ago, it is often falsely understood that the Roma people originated from Romania. They have a long history of discrimination, persecution, and deep-rooted hatred throughout Eastern and Central Europe. The Roma are a largely nomadic people who live throughout Europe and make up a minority in Romania. It is important to understand that the Roma and Romanians are distinct groups of people, with distinct cultures and ways of life. Romanians often take great offence to the association with the Roma and it is therefore a social taboo for Expats to associate the Roma with Romanians. It is also advisable to not ask the Romanians about the Roma, although many will openly share their (often negative) opinions about the Roma people. Do your own research on the matter. Here are a few helpful links to get you started:

- [https://www.romania-insider.com/many-roma-people-romania/](https://www.romania-insider.com/many-roma-people-romania/)
**GEOGRAPHY/POLITICS**

With an area of 238,397 square kilometres (92,046 sq mi), Romania is the largest country in Southeastern Europe and the twelfth-largest in Europe. The terrain is distributed roughly equally between mountains, hills, and plains. The Carpathian Mountains dominate the centre of Romania, with 14 mountain ranges. They are surrounded by the Moldavian and Transylvanian plateaus and Carpathian Basin and Wallachian plains. The Danube river forms a large part of the border with Serbia and Bulgaria, and flows into the Black Sea, forming the Danube Delta, which is the second-largest and best-preserved delta in Europe. Romania has one of the largest areas of undisturbed forest in Europe, covering almost 27% of the territory.

**Brief history of Romania (from CIA Factbook)**

The principalities of Wallachia and Moldavia - for centuries under the suzerainty of the Turkish Ottoman Empire - secured their autonomy in 1856; they were de facto linked in 1859 and formally united in 1862 under the new name of Romania. The country gained recognition of its independence in 1878. It joined the Allied Powers in World War I and acquired new territories - most notably Transylvania - following the conflict. In 1940, Romania allied with the Axis powers and participated in the 1941 German invasion of the USSR. Three years later, overrun by the Soviets, Romania signed an armistice. The post-war Soviet occupation led to the formation of a communist "people's republic" in 1947 and the abdication of the king. The decades-long rule of dictator Nicolae CEAUSESCU, who took power in 1965, and his Securitate police state became increasingly oppressive and draconian through the 1980s. CEAUSESCU was overthrown and executed in late 1989. Former communists dominated the government until 1996 when they were swept from power. Romania joined NATO in 2004 and the EU in 2007.


**CLIMATE**

Romania has a climate that is temperate and continental, with four distinct seasons. The average annual temperature is 11 °C in the south and 8 °C in the north. In summer, average maximum temperatures in Craiova rise to 28 °C and temperatures over 35 °C are fairly common in the lower-lying areas of the country.

Summers in Craiova are known to be very humid with heavy smog, from pollution.

Craiova, along with Bucharest are among the most polluted cities in Europe, and may cause upper respiratory or sinus issues.
LANGUAGES

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

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

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

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

or contact your Virtual Programs Coordinator for more information.

Romanian is a Romance language with close affiliations to French, Italian, Spanish, and Portuguese. Geographically isolated, it is thought to have been the first language to have split from Latin, and it is one of the most uniform languages in the region.

Romanian is spoken as a first language by approximately 90% of the entire population, while Hungarian and Vlax Romani are spoken by 6.2% and 1.2% of the population, respectively. Other languages include Hungarian, Moldovan (similarities to Romanian), German and Russian.

The official language is Romanian, but English is widely spoken and understood within the city limits. Outside of Bucharest, it will be more difficult to find someone fluent in English. Some of the older Romanians do speak French, as it was part of their school curriculum before the Communist period. English is the preferred foreign language of the younger generations. Hungarian is widely spoken in the Transilvania region and German is the pockets formerly inhabited by the German minority. The Roma people often speak Romani.

RELIGION

The main religion practised in Romania is Romanian Orthodox (Christian), representing around 87% of the population. At the country's 2011 census, 81.0% of respondents identified as Orthodox Christians belonging to the Romanian Orthodox Church. Other
denominations include Protestantism (6.2%), Roman Catholicism (4.3%), and Greek Catholicism (0.8%).

Religion is part of every day life for Romanians. Many national holidays are religious in origin. Many families attend church together on Sunday, followed by a family meal. Romanians are very traditional with regards to religion.

Read more about Romanian religious practices here:

The country's many Orthodox monasteries, as well as the Transylvanian Catholic and Evangelical Churches, some of which date back to the 13th century, are repositories of artistic treasures. The famous painted monasteries of Bukovina make an important contribution to European architecture.

COST OF LIVING

Romania continues to use its own currency (RON - meaning lion in Romanian), also called the Lei. The cost of living in Romania is very affordable, for Canadians at the moment (3.33 Lei = 1 CAD Feb 2020). Local products, groceries and services are much cheaper than we are used to in Canada. However, some imported Western products will be more expensive (for example: Maple Syrup). Also, Western brands will be more expensive (if they are available). Name brand clothing and electronics are typically more expensive.

Certain brands are not yet readily available in Romania (for example: Apple products. You can buy refurbished Apple products and some iPhones).

Also, some items may be cheaper in Romania, but the quality may be compromised. Be aware of where the product originates from.

Overall, the cost of living in Romania is growing steadily, but at a slower pace. Inflation has been a problem in Romania since 2018, when it averaged 4.6% per year (the largest value in the European Union), but it has since slowed (4%). Despite the inflation, Romania remains one of the cheapest places to live in the EU.

For a cost of living breakdown for Romania: https://www.numbeo.com/cost-of-living/country_result.jsp?country=Romania

CANADIAN/EXPAT COMMUNITY

At present, there are 4 Canadians posted to Bucharest (3 with NATO, and one with the Embassy). There are 3 Canadians posted to Craiova, Romania.
The members posted to Craiova work at the:

**Headquarters Multinational Brigade South East: HQ MN BDE SE NATO**

**HQ MN BDE SE NATO Facebook Page:** [https://www.facebook.com/hqmnbdes/](https://www.facebook.com/hqmnbdes/)

Read more about the Multinational Brigade here:


**CULTURAL NUANCES, ETIQUETTE AND TRADITIONS**

Living in a new country often brings new cultural experiences and some will likely be completely foreign and perhaps even different than your beliefs. Take the time to read about Romanian customs and traditions. Not only will it help you understand Romanian mannerisms, it will also provide you with much needed insight to better understand the conditions of the country you are currently living in. There are a number of excellent YouTube documentaries on Romania during the World, War, Communism, and life since the fall of the red curtain.

**Documentaries worth watching to better understand Romania:**

**Nicolae Ceausescu The King of Communism** BBC Documentary 2016
[https://www.youtube.com/watch?v=s2-EvWZQ6Ik](https://www.youtube.com/watch?v=s2-EvWZQ6Ik)

**Ceausescu Behind the Myth**
[https://www.youtube.com/watch?v=cvlfRKBIGok&t=1121s](https://www.youtube.com/watch?v=cvlfRKBIGok&t=1121s)

**Discover the real Romania**
[https://www.youtube.com/watch?v=IUu7CBTsopY](https://www.youtube.com/watch?v=IUu7CBTsopY)

**Discover Romania with Peter Hurley**
[https://www.youtube.com/watch?v=ywDHSpVui8o](https://www.youtube.com/watch?v=ywDHSpVui8o)

**Documentary - The lost world of communism part 1/3 (East Germany)**
[https://www.youtube.com/watch?v=znb_X48WXUg](https://www.youtube.com/watch?v=znb_X48WXUg)
N.B. Although it starts addressing the issues in East Germany, it does talk about Romania and provides excellent insight into the communist culture. Follow the links for all three parts.

Romania is a unique country, with a unique culture. Romanians pride themselves on their Latin-based language, customs and traditional values. Romanians are religious and family oriented. The culture involves traditional male-female roles, although more and more, women are working and contributing to the family (dual-income). The expectation remains that the woman will take care of all domestic responsibilities, in addition to working.

Women tend to exhibit high beauty standards and take pride in their appearance. This can be intimidating to Western women. This can be a difficult posting for women, who are accustomed to the Western standards of gender roles. Romanian men can, at times, be dismissive of women and expect to have certain conversations with men (for example: banking, deliveries to the house, any maintenance around the house or car. Expect potential friction if a Western woman is assertive and addressing a Romanian man). The younger generations are much more open and progressive. However, the older generations (men and women) have very traditional views. The gender standards have been likened to Western cultures in the 1950s.

Romanians are very proud people and have a tendency to tell you what they perceive you want to hear. They can at times be misleading, in an attempt to avoid embarrassment or admitting they do not know something. Always be diligent and do your own research on important topics.

Romanians are quite conservative, but are very generous once they open up to you. Because of the recent communist past (the revolution was in 1989), many (older) Romanians do not trust "outsiders" and tend to keep to themselves. There is still a deeply ingrained sense of mistrust. The nostalgia for the "good old days" under communism are still present among some middle-aged to older Romanians (generally, 35-50 years of age and older).

Romanians also have a different sense of personal space. This can take some time to get used to for Canadians, who are accustomed to a wide birth of personal space. This will be evident once you line up at the bank, groceries or take public transit. Lastly, Romanians openly stare at anything that is different from what they are used to. This is not considered rude to them.

Romanian culture is very bright, vibrant, and again family oriented. They openly celebrate family occasions (birthday days, name days, weddings, christenings etc.), they have many national holidays and deeply rooted traditions based on seasons. For example, "Martisor" is celebrated on March 1 every year. Martisor is an old way of saying "little March," and it is
observed with the giving of martisor amulets (little trinkets) as a way for Romanians to show appreciation to each other. This is also a way to celebrate the coming of Spring.

Easter is an important holiday on the Romanian calendar. Romanians, the majority of whom adhere to Orthodox Christianity, place significance on this holiday more than any others, including Christmas.

This day is marked by family gatherings, special foods, and the decoration of Easter eggs in traditional Romanian style. The days leading up to Easter are also important and are marked by traditions similar to those throughout the Christian world.

To learn more about Romanian cultural traditions, click here.

**Romanian Society & Culture**

Retrieved from: [https://www.commisceo-global.com/resources/country-guides/romania-guide](https://www.commisceo-global.com/resources/country-guides/romania-guide)

**Hierarchy**

- Romania is a hierarchical society where age and position are respected.
- Older people are viewed as wise since they have earned life experience.
- Romanians expect the most senior person, by age or position, to make decisions that are in the best interest of the group.
- Titles are very important and denote respect.
- It is expected that you will use a person's title and their surname until invited to use their first name.

**The Family**

- The family is the foundation of the social structure and forms the basis of stability for most people.
- The individual derives a social network and assistance in times of need from their family.
- Families are patriarchal. The father is the head of the family.

**Privacy**

- Romanians are formal and reserved with a strong need for privacy.
- Most do not trust strangers readily.
- They are generally shy and quiet when you first meet and admire modesty and humility in themselves and others.
• Once you develop a personal relationship Romans will open up slightly.
• Although always polite, they seldom move to a first-name basis with people outside their extended family or very close friends.

For more information on etiquette, click here.

PUBLIC HOLIDAYS

• Jan 1 - 2: Romania New Year
• Jan 24: Union Day
• Easter and Easter Monday
• May 1: Labour day
• May 10: Independence Day
• Whitsuntide (40 days after Easter)
• Aug 15: St Mary's Day
• Nov 30: St Andrew's Day
• December 1: National Day
• Dec 25 - 26: Christmas

Social & Business Hours: The majority of larger shops and shopping centres are open throughout the day and well into the evening, generally closing at 22:00. Smaller shops will close by 17-1900 and may be closed on Sundays and Mondays.

Local Time: Romania (GMT +3) is 7 hours ahead of Ottawa, Ontario (EDT). However, time is rather different in Romania. For a start, things rarely begin at the stated time, and this doesn’t seem to surprise or trouble anyone. Guests may well arrive before the time you have invited them or a couple of hours afterwards. There is a local saying known as "Romania time", which remains true to their Latin origins. This may be a source of initial frustration for those used to living life by a watch.

NEWS

If you would like to read the latest Romanian news in English then the following are useful resources:

Euro News (Romania): https://www.euronews.com/tag/romania
http://www.nineoclock.ro – on-line version of printed daily English-language newspaper
http://www.romania-insider.com – you can also sign up for their daily headlines delivered to your email inbox.
http://english.hotnews.ro/
https://www.digi24.ro/ - Local news in Romania (you can use Google translate to read the content).
BEFORE YOU COME

Things to Consider/Bring:

- **Immunization Records** (for school registration – don’t pack in the sea shipment!)

- **Long form birth certificates and your marriage certificate** (this may be required for entry to DoDEA school – to prove dependents are “yours”, a Canadian posting message may not be enough. Also, don’t pack in the sea shipment!)

- **If your children will be participating in sports on a US Garrison or in a DoDEA school, they will require a sport 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](https://www.yepcanada.ca)**,** they will require a Social Insurance Number (SIN). Get this well before leaving Canada.

- **If you plan on working in a field that may require a Police Check,** get one done before leaving Canada.

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

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

- CAA International Driver's Permit: [https://www.caa.ca/international-driving-permit/](https://www.caa.ca/international-driving-permit/)
- Minimum of a 6-month supply for all your prescriptions.
- Bringing some red / white party decor is a good idea (BBQs / events / etc). Canadian Swag is also a great idea for small gifts (The Royal Canadian Legion has some great items for gifts: [https://www.poppystore.ca](https://www.poppystore.ca))
- A police background check is also a good idea for spouses / dependents if you are hoping to volunteer locally. This can be very difficult to initiate once you have moved to Romania.

**Riga & Remote Recommended Packing List**

Please note, the outlined items and tips are meant to guide your efforts with your packing for an OUTCAN posting. They are by no means to replace the critical thinking or planning that needs to occur for the particular needs of your family. It is also advised to research the location of your next posting, to better understand the rules and regulations with regards to importing items into the country.

Also, refer to the policy with your transport company (re: liquids, alcohol, batteries etc) and DND regulations (ie: not permitted to transport alcohol). Also, please see the following link on relocation: [https://www.cafconnection.ca/National/Programs-Services/Relocation.aspx](https://www.cafconnection.ca/National/Programs-Services/Relocation.aspx)

**Carry On items:**

- Passport(s) / Military ID / Travel Orders.
- Medical documents (prescriptions / vaccinations / etc.).
- Official documents (marriage certificate / birth certificates / power of attorney / custody documents).
- Other forms of ID (driver's license / international driver's permit, healthcards).
- Insurance forms (medical, / life / other).
- A list of emergency contacts (in Canada and for new location).
- Schooling paperwork (you may require this before your air shipment arrives).
☐ All pet paperwork for customs (a copy should be taped to side of kennel with you keeping originals on you for duration of trip).

☐ All vehicle paperwork for customs (photocopies in the car, originals with you including paperwork from transport company).

☐ Cell phones, laptops, IPads, music devices, and all chargers / converters.

☐ A change of clothes and toiletries in case of lost luggage.

☐ Baby essentials in cast of lost luggage/delayed flights.

☐ Any valuables (ie: jewellery)- do not put them in checked baggage as they may get lost of stolen in transit.

☐ Prescription and over the counter meds for up to a few days in case of lost baggage/delays.

☐ Wet wipes / hand sanitizers / extra ziplock bags.

☐ Any other small valuables (carry on or checked baggage).

☐ Extra cash in new currency (in case issues with credit card).

**What to pack in checked baggage:**

☐ Refer to policy regarding allowances and bring the maximum allowed as this may be all you have for several months.

☐ Seasonally appropriate clothing including warmer coats, and shoes for change in season in case of delays in sea and air shipment.

☐ DND (military personnel only) required uniform including boots, DEU's and medals. Additional uniforms should go in the air shipment.

☐ Any baby food, pet food, cat litter, doggie bags, (etc), as it may take a few days until you find these items locally after arrival.

☐ Additional prescription and over the counter medication for family needs. It is recommended to bring a 6-month supply of any of your prescriptions, as the new location may not have this medication available (name brand, dosage etc.).

☐ Toiletries in zip-lock bags.

☐ DVD's, books, and toys for family entertainment as internet may take time to install.

☐ Extra kibble / animal food if you are bringing your pets. This will allow them to gradually become accustomed to a new diet and avoid gastro issues.
What to pack Air Shipment:

***Please note, Air Shipments are not applicable to all moves***

- Sealed liquids (ziplock bags). No flammables, alcohol or lithium batteries allowed in air shipment.
- More clothes for family for changes in season and school commencement.
- School supplies and sports equipment as school requires (ex: soccer player needs cleats, shin guards, ball, shorts).
- DND (military only) the rest of required uniforms.
- Kitchen supplies that you may not want to wait for the sea shipment.
- Some people put new sheets, towels as the ones provided are just basic ones from IKEA.
- Additional games/toys for kids.
- A few groceries that are uniquely home ex: kraft dinner or your favourite chocolate.
- Favourite treats for pets.

What to pack in Sea Shipment:

- Tax documents from the past 7 years, in case you are audited.
- Rest of clothing, bedding and bathroom items.
- Kitchen items including dishes, pots and pans (remember stoves can be smaller as they are European), small appliances (consider voltage in your new location).
- Selection of personal items such as family pictures, decor items, throw pillows, candles. You would be surprised how the little things can make your new place feel like home.
- Favourite non-perishable groceries (some items may not be available in your new location: for example: peanut butter / kraft dinner / seasonings / dip mixes / canned soup / cereals / baking supplies flavour extracts / maple syrup / baby food).
- Party supplies and Canadian Swag.
- Greeting cards / Christmas cards.
- Toys for upcoming birthdays and Christmas (toys may be more expensive or not readily available).
- Baby items such as next season snowsuit, stroller, bouncy chair.
- Childcare seats, booster seats, as the new country may have different standards.
- Canadian stamps for DIP mail going home (for mailing cards, documents, tax returns must be mailed).
- Tampons/maxi pads, personal products (quality and brands differ depending in the country).
- Skates and various sporting equipment.
- If you are someone who is tall, petite, or plus sized - be conscious that sizes may be different in your new location. You may want to bring extra of the basics from home.

**Extra Tips:**

- A security check with fingerprint scans at your local police station is advisable before you leave Canada. Spouses / dependents who may want to work or volunteer (especially with children) may require a security check.
- CAA International Driver's Permit: [https://www.caa.ca/international-driving-permit/](https://www.caa.ca/international-driving-permit/)
- Minimum of a 6-month supply for all your prescriptions.
- Bringing some red / white party decor is a good idea (BBQs / events / etc). Canadian Swag is also a great idea for small gifts (The Royal Canadian Legion has some great items for gifts: [https://www.poppystore.ca](https://www.poppystore.ca))

Riga-Remote Team: **MFSE.RigaRemote@cfmws.com**
EMERGENCY INFORMATION

PUBLIC SAFETY AND SECURITY

EMERGENCY CONTACTS

Police (Emergency) ...........................................112
Ambulance/Fire (Emergency) ..................112
CFSU(E) Duty Officer ..................................+49 (0) 1725 345 900
CFSU(E) Chaplain ........................................+32 (0) 65 44 6179
Embassy of Canada .....................................+40 21 307 5000

Canadian Embassy
Str. Tuberozelor 1-3
Bucharest, Romania
Tel: (+4) 021 307 5000
Fax: (+4) 021 307 5010
Email: bucst@international.gc.ca

Hours:
Mon - Thurs: 08:30-17:00
Fri: 08:30 - 14:00
Sat - Sun: Closed

Police stations in Craiova (Secția de poliție Craiova)

Link to police station stations in Craiova:
https://dj.politiaromana.ro/ro/structura/unitati-teritoriale
Secția I Poliție (Sector 1)
str. Libertății, nr. 34, Craiova
Oфицер de serviciu 0251416119

Secția II Poliție (Sector 2)
str. Dr. Dimitrie Gerota, nr. 22, Craiova
Oфицер de serviciu 0251425206

Secția III Poliție (Sector 3)
str. Henri Coandă, cămin 5 Electro, Craiova
Oфицер de serviciu 0251545677

Secția IV Poliție (Sector 4)
str. Păltiniș, nr. 10, Craiova
Oфицер de serviciu 0251593149

Secția V Poliție (Sector 5)
str. N. Coculescu, nr. 22, Craiova
Oфицер de serviciu 0251487194

Secția VI Poliție (Sector 6)
str. Libertății, nr. 34, Craiova
Oфицер de serviciu 0251416119

The emergency number in Romania is 112. When you call, you will be asked which service you require (Politia/Police, Ambulanta/Ambulance or Pompierii/Firemen). Emergency call centre operators should speak English or French but in our experience they do not always do so. At least make sure you know the name of the street you are calling from. If you get into trouble with the Police, demand to call the embassy.
IN CASE OF A FIRE:
Call the fire brigade at 112
Say “Foc la (give your address). Veniti imediat”. The operator will ask you the telephone number and will call back to make sure it is not a hoax.

IN CASE OF A BURGLARY OR INTRUDER:
Call the police (112), say “spargere (give the address)”.
GETTING SETTLED

MAKING PHONE CALLS

 Calling Within Europe

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

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

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

So…when dialling within the country you’re in, you do not need the exit code and country code (+49).

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

 Calling Outside of Romania

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 Romania

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 Romania from Canada

The exit code in Canada is “011”
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

Romania ..............40
Summary:

To dial a number within Romania 0 711 1234567
To dial a Romanian number from elsewhere in Europe +40 711 1234567
or 00 40 711 1234567
To dial a number outside Romania +33 121 1234567
or 00 33 121 1234567
To dial Canada from Romania 00 1 613 5551234
To dial Romania from Canada 011 40 711 1234567

Toll Free and Charges for Calls

**Per minute charges for calls**

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

Check the plan for the term “flat”, which means that calls are included – “Germany flat” means you can call anywhere in Germany, where “Vodafone flat” means your calls to other Vodafone customers are included. If you have a landline, you may have to pay to call a cell phone, or vice versa.

**0800**

0800 is the dialling 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

Craiova is a safe city with few organized crime groups reported. Although, as with any city, personal diligence and situational awareness is required. Recommended communities are located in the areas of the Airport, Ghercest, Barbei and City Centre. Members should remain vigilant, even when living in a safe area, and need to be aware of their surroundings. Not unlike in Canada, criminals view foreigners as people of comfortable financial means who may be a target of opportunity to be taken advantage of should they be seen to be complacent.

HOUSES AND REALTORS

There are many apartments available (it’s a university city) and some very large homes. However, due to our square meter cap, there is not a lot on the market that was available for renting.

Some of the apartments shown during the HHT were older, requiring repairs and some questionable hygiene standards. There are some refurbished apartments available, just be clear with your standards and requirements.

Real Estate Agent:

Upon receipt of a posting message members are to contact the CFSU(E) Housing Officer and the real estate agency.

The recommended real estate agent is:

Daniel Casangiu
Imperia Imobiliare
adresalvidami@gmail.com
imperia-imobil@yahoo.ro
Block Rl1, Appt 1, Doljului Street, Craiova

Tel +40 (0)735.483.405
**Insurance:**

Besides tenants' household contents insurance packages, it is highly recommended to take out insurance for glass, personal liability/third party liability and insurance for damage caused by pets.

**BASE INFORMATION**

The members posted to Craiova work at the:

**Headquarters Multinational Brigade South East: HQ MN BDE SE NATO**

**HQ MN BDE SE NATO Facebook Page:** [https://www.facebook.com/hqmnbdes/](https://www.facebook.com/hqmnbdes/)

Canadian Armed Forces members posted to Craiova are permitted to reside in Romania under NATO Status of Forces Agreements (SOFA) among the States Parties and the Other States participating in the Partnership for Peace Regarding the Status of Their Forces. These agreements also cover dependents. VISAs for NATO personnel are not required.
SUBSIDIZED TRAVEL

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

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

NON-UNIT FUND AND CANEX/SISIP GRANT

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

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

AIR TRAVEL

From Craiova:

There is an international airport in Craiova, small but busy. Craiova International Airport is located in south-western part of Romania, 7 km east of Craiova municipality. Unfortunately, there are no flights to Bucharest, from Craiova at this time.

WIZZAIR does land in Craiova. WIZZAIR is a discount carrier, flights are cheap, but if you have luggage you pay extra.

Address: Calea București 325, Craiova 200621, Romania
Website: https://www.airportia.com/romania/craiova-airport/

From Bucharest:

There are two main airports in Bucharest. Henri Coanda (aka Otopeni) is the international Airport used for commercial travel, and is roughly 30 minutes from the city centre. A taxi
ride from the city centre should not cost more than 35-50 lei (at 1.99lei/km). However, if you use one of the more expensive taxi companies the price will increase according to the rate. The Aurel Vlaicu Airport is much smaller and is generally used for business purposes and private planes. There is a good chance you will not need to go to the Aurel Vlaicu Airport.

1. Henri Coanda International Airport (Otopeni)

International and domestic flights
Switchboard: 021-204-1000
Customs: 021-204-1560
Lost luggage: 021-201-4976
Airport Police: 021-201-3242
Website: [https://www.bucharestairports.ro/en](https://www.bucharestairports.ro/en)

2. Aurel Vlaicu International Airport (Baneasa)

Domestic and international flights
021-9371

**Airlines that fly out of Bucharest:**

- Aegean
- Aeroflot
- Air France
- Alitalia
- Austrian Airlines
- Blue Air
- British Airways
- CSA
- EL AL
- Emirates
- Fly Dubia
- KLM
- Lufthansa
- LOT (Polish)
- Olympic Air
- Qatar
- SN Brussels Airlines (GSA)
- Swiss
- Tarom (Romanian)
- Turkish

**DRIVING**

The country's roadway network has only about 500 km of motorways. Most of the roads date back to the communist era and are in bad shape. Highways connecting Bucharest to
other major cities are often clogged. Several projects are underway to modernize the roadways, increase safety, and improve customs crossing-points. Ambitiously, the government hopes that between 1500-2500 km of highways will be constructed by 2018, connecting all major cities in Romania to highways in Western and Central Europe. Unfortunately, this unlikely to be achieved, unless the administrative capacity of Romania to absorb EU funds improve.

Driving within Craiova is chaotic, aggressive and unpredictable. Round-abouts are very common, some are simple, and others are up to three lanes deep in places. You need to have a good understanding of the rules regarding round-abouts and right of way.

Signs are European style; however, some stop signs and traffic lights are the same as in North America. There is typically not one traffic light per lane, but one light could control the flow of all two or three lanes. Honking is part of the culture, it can mean - yes go - or you’re in the wrong –or they are saying hi to a friend. They are aggressive and generally fast drivers. Vehicle accidents do occur (involving other vehicles, and even pedestrians).

They do have traffic lights in Craiova, however they can be difficult to see if you are the first in line at the traffic stop (sometimes, the lights are located above the car, or are too far off to the right to clearly see). Cars behind you will honk when the light turns green. In the evening, some of the traffic lights stop controlling and flash yellow, red, or stop working all together. At this point, simply follow the right-of-way regulations.

In both Bucharest and Craiova there are street trams, so they also have a system of lights and they are on the same routes as the roadways.

There is zero alcohol tolerance.

Car seats are mandatory, but not always used or enforced. It is common for drivers to use their cell phones while driving (although it is illegal in Romania). You need to pay particular attention while driving.

There are too many cars within the city for the present infrastructure. Expect heavy congestion every morning and every afternoon starting around 16h00. Drivers frequently use their cells phones when driving and can often be distracted. Maintain a high level of alertness when driving in Romania. It is not common for passengers to use seatbelts, when in the back seat.
There are very limited parking opportunities within the city limits. Romanians often park on sidewalks, double park with other vehicles, and create their own parking spaces. It is not uncommon to pay security guards to park in front of buildings. It is not uncommon to be blocked in by someone else's car, with their phone number in the windshield. Be open minded when parking in Romania.
PUBLIC TRANSIT

Craiova offers a good transit system (bus and trams services). Taxi services are not expensive; however, personnel should be aware that some taxi services are not registered and therefore deemed illegal by the authorities. Personnel should always ask for a Bon Fiscal (invoice / receipt) before entering the taxi.

The public transportation system in Craiova consists of trolley, bus and tram lines. It is operated by Regia Autonoma de Transport Craiova (RAT Craiova).

A one-way ticket costs the equivalent of $0.60.

Trams, Buses & Trolleybuses:

Craiova does have trams and buses; however, they are generally older, lack air conditioning and are slow as they contend with traffic circulation.

TRAIN

There are trains to and from Craiova, the preferred option is Softrans. There are trains to and from Bucharest, the last train leaves around 17h00 daily (approximately 4 hours to the capital). Unfortunately, the train system in Romania is dated, slow and not overly hygienic. The train system is not up to Western standards.

Ticket lines can be very long. Plan to arrive early to buy your tickets. You can book tickets via the internet. Sleeping compartments must be booked in advance, and there is generally no food for sale on most trains, so it is recommended that you pack accordingly.

Craiova - main train station
(Gara Craiova)
Address: Piața Constantin Brâncuși
The train station is located about half a mile northeast of the city centre.
Bus # 1 runs from the train station to downtown Craiova

Website: http://www.cfr.ro
Craiova Train ticket office
(Agentia de Voiaj SNCFR Craiova)
Address: Calea București 2, bl. M2, parter
Tel: 0725 504.165
Hours:
Mon. – Fri.: 8 a.m. – 8 p.m.
Craiova SNCFR ticket office offers train schedules information and advance ticket sales.
Tickets for same-day travel can only be purchased at the train station.

TAXIS

In Craiova and Bucharest, there is an abundance of taxis. Licensed taxis are yellow and have black and white registration numbers. BE CAUTIOUS OF UNLICENSED Taxis THAT ARE MADE TO LOOK LEGITIMATE. Check for a registration number on the side of the car. They should also have the price listed on the side of the car and will start the meter when you get into the taxi. The taxis run on meters, usually around 1.69 lei - 1.99 lei per km. There are taxis that charge more than that, be cautious.

Newspaper article: HOW TO AVOID THE BAD TAXIES
http://www.romania-insider.com/bucharest-city-tales-how-to-avoid-the-bad-taxies/

The best way to get a Taxi in Craiova is from a Taxi kiosk (located at popular places such as the airport and hotels - information centres at the mall can get you a taxi as well). This will give you a printed ticket with a Taxi number and an estimated wait time. You will need to give this ticket to the driver when they arrive. You can also use a Taxi application (for example Clever Taxi) or an Uber application. Uber does run in Craiova, it is slightly more than a conventional taxi, but very affordable. Uber and taxi prices may slightly increase during the winter months, due to the worsening driving conditions, or during higher traffic periods.

Here is a short list of the most reliable taxi companies in Romania (mostly operating in Bucharest). There are also others, just make sure to locate the price of the side of the car door. In addition, the price is charged per kilometer, with the price varying per company. Ensure the taxi driver adheres to these rates and does not try to “renegotiate” another price while en route. However, taxis ordered via kiosk or a taxi App are known to keep to the advertised rates and do not present a problem. The mapping system with the taxi Apps will also find your location making it easier to arrange collection if you are unsure of directions.
Taxi companies

Taxi Contact – 0251 425.005
Taxi Romnicon – 0251 421.919
Taxi PML – 0251 542.727
Taxi PMI – 0251 590.002
Taxi Favorit - 0251 411.500
Taxi D&D – 0251 406.240
Taxi STG – 0251 430.077
Taxi Continental – 0251 466.633
Taxi Vulturul – 0251 414.155

Some of these taxi firms also let you order cars online – see their websites for details. Whether you use Apps, order online, or call for a cab, bear in mind the following points if ordering:

- Friday and Saturday nights, during after work rush hour, and when it’s raining, are especially hard times to get a taxi – allow half an hour at least to get through to a taxi firm who has cars available; or book in advance (as above).
- Some operators speak English but are almost invariably curt to the point of rudeness, and if they can’t get a response from their drivers, they will simply announce that there are no cars and hang up.

Uber Bucharest:

Uber has become increasingly popular in Bucharest, and legislation regarding ride share services are changing in Romania. Keep an eye on the news for developments.

Prices are slightly higher than the taxis and do fluctuate depending on the time of day, road conditions, and traffic. This is a fairly reliable and safe option to travel in Bucharest. The best option is to download the Uber application to your phone. Uber Eats is also becoming quite popular and accessible in Bucharest.

https://www.uber.com/en-RO/cities/bucharest/

It is not clear if Uber Craiova is fully functioning. The regulations regarding ride-share companies keep changing in Romania. What is presently recommended in Craiova is Clever Taxi : https://www.clevertaxi.com/main/contact.php
CAR RENTAL

Car rentals in Craiova:

- **Avis** *(located at the airport):* [https://www.avis.ro/locatii-inchirieri-auto/romania/craiova-aeroport?cid=ROSE000000-00CRA](https://www.avis.ro/locatii-inchirieri-auto/romania/craiova-aeroport?cid=ROSE000000-00CRA)
- **Autonom:** [https://www.autonom.ro/](https://www.autonom.ro/)

There are many opportunities to rent a car in Bucharest, as well:

- **Avis:** [https://www.avis.com/en/locations/ro/bucharest](https://www.avis.com/en/locations/ro/bucharest)
- **Hertz:** [https://www.hertz.com/p/car-rental/romania/bucharest](https://www.hertz.com/p/car-rental/romania/bucharest)

HOTELS

Many options for hotels in Craiova, for all budgets.


The Canadians have typically stayed at the **Ramada Plaza in Craiova**.


It is very new, modern, has a small gym, pool, spa- massages only, restaurant, and breakfast is included.

The room was safe, relatively clean and nice staff. Part of Wyndham group if you collect their points, if not you should enroll as your extended stay at this place equals free nights in the future. The staff speak English and they have a business center.

Book early-this hotel is where many international workers come and stay.

TRAVEL ADVISORIES

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

Travel Advisory UK: https://www.gov.uk/foreign-travel-advice
Travel Advisory US: https://travel.state.gov/content/travel/en/international-travel.html
European Commission Country Reports (2019)
Living Abroad (from Gov.UK)
https://www.gov.uk/topic/help-british-nationals-overseas/europe
ADMINISTRATION

BANKING

Local Currency

The Romanian currency is the leu (plural lei - which means Lion in Romanian), which comes in the following denomination banknotes: 1 leu, 5 lei, 10 lei, 50 lei, 100 lei, 200 lei and 500 lei. Each leu is divided into 100 bani, available as coins of 1, 2, 5, 10 and 50.

Always change money in a bank, never in an exchange house or with people on the street. Before you have your bank accounts set up in the local currency (it is recommended to have a bank account in Lei and another in Euro), you may need to bring your passport with you to the bank for withdrawals or exchanges. There is usually bank fees associated with taking out foreign currencies.

Verify the exchange rate: www.xe.com/currencyconverter/

Bank Accounts and Financial Considerations

Canadians posted to Craiova must open a Romanian bank account while on their HHT. There are many banks in Craiova, however finding one with English speaking personnel could be a challenge. Members will have to shop around for their choice of bank.

Below is a list of local European Banks operating in Craiova:

- ING; (Recommended in Craiova).
- Raiffeisen;
- BRD;
- CEC Bank; and
- Credit Europe Bank.

Some general “lessons learned “regarding banking in Craiova:

- Keep some of your accounts back in Canada. You can manage everything using e-banking. Claims can be settled in your Canadian account or Euro account (speak to CFSU-E).
- You need to open a EURO account as this is the currency in which you will get paid – from the pay office in CFSU(E). It is this account that the rental money will also be
deposited. You can withdraw local currency for pocket money or you can pay for purchases – just like a debit card.

- You need to open a local currency account (RON / LEI). This can be used to pay your local utility bills, the account which a VAT exemption will be put into, or for pocket money.
- Canadians have used ING (downtown branch) and have had good success. The staff is friendly and speak English.

- The Canadians in Bucharest have used Raiffeisen.
- When opening your account, be sure to bring your passport, drivers license, SIN card, or at least know the number, and it would help if you had a local phone number.
- It can take a few days to arrive at the bank. It is recommended that you open your bank accounts as early as possible during your HHT.

Do NOT open an account with a local Romanian bank. Alternatively, you could withdraw money at an ATM with your debit card, but be aware of commission charges for some banks. You will most likely be required to open a bank account for your pay and for your housing allowances, as well as to pay bills and rent. As a reminder, don’t forget to notify your bank in Canada that you are now in Romania or you may run into difficulties.

Internet banking is possible with ING and Raiffeisen and seems to work well – bills (e.g. phone/internet) can be paid online and transfers (e.g. for reserving accommodation when travelling) made easily once you are set up as a user.

ING: https://ing.ro/persoane-fizice
Raiffeisen: https://www.raiffeisenonline.ro/eBankingWeb/Controller

Bank Cards

There are cash machines locally where you can use your ATM card and credit cards if you need more cash. Be aware of fraudulent activity with "fake ATMs", where cameras hidden within the fake ATM display, registers your card information. Some ATMs look legitimate, but are indeed fake. Be vigilant, hide your card number with your thumb when you insert the card into the machine and always cover your pin. It is advised to use ATMs located inside financial institutes or large hotels, rather than those on the street.
Credit Cards

Credit cards are now widely accepted in most places, although some places still only take cash, so be prepared. Romania is still a fairly cash based society, and you will encounter this more frequently outside Bucharest where they may only accept cash. Despite using the CHIP and PIN system, you will occasionally be asked to sign the receipt as well. You should be aware that there are reports of credit or debit cards being 'copied' when used in some bars and restaurants, resulting in illegal charges being raised against the user account. It is prudent to pay cash in bars downtown. Most restaurants in Craiova are used to dealing with credit cards.

Cheques: Cheques are not widely used in Romania and therefore will be difficult to cash or handle. It is strongly recommended to set up direct deposits where ever possible to avoid the administrative headache of cashing a cheque.

Foreign exchange shops: To obtain Romanian currency (RON) for Canadian currency, you can visit one of the many exchange bureaus. The rate of exchange offered will vary slightly from one shop to another. However, it is recommended that you use a bank to exchange currency. You will have to bring your passport to the bank if you wish you exchange RON to EUROs. Never change money on the street as it is illegal.

Online Banking Payments – IBANs, BICs, and TANs

Bank Transfers: Estimated 40 Euros to send money back to Canada (via a wire transfer).

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

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

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

CRA AND RESIDENCY STATUS FOR SPOUSES/DEPENDENTS

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

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

<table>
<thead>
<tr>
<th>Spouses of Canadian Government Employees on Foreign Assignment – Residency Status for Tax Purposes</th>
</tr>
</thead>
<tbody>
<tr>
<td>The purpose of this document is to provide general residency information for the spouses of employees of the Department of National 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.</td>
</tr>
<tr>
<td>Please note that our reference to a spouse in this document includes a common-law partner.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Spouses that Intend to Return to Canada and expect to Maintain their Canadian Residency</th>
</tr>
</thead>
<tbody>
<tr>
<td>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.</td>
</tr>
<tr>
<td>Please do not complete a Form NR73, Determination of Residency Status (Leaving Canada).</td>
</tr>
<tr>
<td>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.</td>
</tr>
</tbody>
</table>
**Spouses that do not expect to Maintain their Canadian Residency**

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

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

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


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

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

**CHILD BENEFITS**

Please note, MFS(E) strongly encourages you to do your own research regarding educational institutions for your children, based on their abilities and needs. The following is a list of international schools in the city of your OUTCAN posting. If you have questions regarding the curriculum, entitlements or other important questions, please contact the school directly or contact the Children’s Education Manager for Europe: [CEMGEE@forces.gc.ca](mailto:CEMGEE@forces.gc.ca)
Other CEM contacts:
https://www.cafconnection.ca/National/Programs-Services/Children-s-Education-Management/Contact-(CEM).aspx

General information on Education and Training:

PETS

Romania is generally a pet friendly country. However, stray dogs are still a problem in some cities, including Craiova. DO NOT PET WILD ANIMALS. Rabies is still an issue in Romania.

There is a very large stray dog population throughout the country. They are not cared for, in poor shape, and if you’re an animal lover, you may have an adjustment period to get used to this. It is not uncommon to see dead dogs or injured dogs on the roadsides or limping around town. In the winter there seemed to be more of these dogs in town.

Veterinarians / Dog Kennels

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

POSTAL SERVICES

PERSONAL MAIL

Canadian Forces Post Office

Your postal address in Belleville will be:

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

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

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

**Romanian Postal Services**

Posta Romana is the Romanian postal service. Unfortunately, it is one of the institutions that is still seems to be stuck in the Communist era, a point often remarked upon by many locals. The postal service is slow and often makes mistakes with deliveries. Sometime they will deliver your packages to your home, but most often than not, you will have to travel to a local post office to pick up your parcels. If it is an item you have purchased online, it is prudent to bring the receipt with you, as proof of purchase. There is a good chance your parcel will be inspected and that you will have to pay the VAT on the product (if it was not included in the online price). VAT is 19-20% of your total purchase.

Check out their webpage ([https://www.posta-romana.ro](https://www.posta-romana.ro)) if you need to find a postal code or a post office anywhere in Romania (and Craiova of course). To find your nearest post office, click on "Găsește Oficiu Poștal" on the left side of the screen. This will take you to a new page, where you can use the drop-down menu to locate any post office in Romania. Type in Craiova and your sector to find the one closest to you. Please note, that parts of the website are in English, but some pages are still only in Romanian. You can also track your package by selecting "track and trace" in the top left side of the main homepage.

If you are not at home when a parcel is delivered, the postman should leave an announcement (aviz) in your mailbox. It’s written by hand on that small, thin grey piece of paper (that gets lost very easily in between other mailings). On it, you will find the number of the post office where from you can pick up your package or letter. When you do go to pick it up, don’t forget your national residency card (if it is an international package outside of the EU, you may even need your passport). If you’re expecting a package and haven’t gotten your slip, just go to your regular Post Office to see if it’s there. If you don’t pick up
the parcel they (should) send another announcement (called “re-aviz”), usually around 4-6 days later. If you do not pick it up within 10 days, the post charges 1 x LEU per day.

**Post Offices (Posta Romana)**

Hours:  
Mon - Fri 07h30 - 20h00 (Lunch: 13:00-13h00)  
Sat - 08h00 - 14h00  
Closed on Sundays

**Web page:** [https://www.posta-romana.ro](https://www.posta-romana.ro)

Also, all packages must be inspected before being sent, therefore they have to be unsealed.

**Main Post Office**  
Address: Str. Unirii 54  
Telephone: 0251 523.520  
Hours:  
Mon. - Fri.: 8 a.m. - 7 p.m.  
Sat.: 9 a.m. - 1 p.m.

Post Offices in Craiova are per sector of the city. Each sector will have its own post office. For example:

**Post Office #8 (counter 1) - Oficiul Poștal 8 Ghișeul 1**  
Address: Bloc A6, Calea București 48, Craiova 200515, Romania  
Phone: +40 251 562 363

**Post Office #8 (counter 2) - Oficiul Poștal 8 Ghișeul 2**  
Address: Strada Alexandru Ioan Cuza 20, Craiova 200950, Romania  
Phone: +40 736 220 774

Check with your landlord or through your postal code, which post office is nearest your home.
International packages:

If you are planning on receiving any packages from North America, you may have to go to a specific post office. This is unfortunately a long and inefficient process, make sure to give yourself 2 hours to pick up your parcel because there are often line ups. Also, it may be prudent to bring your passport if you do not yet have your Romanian residency card. Once your parcel is found, you will be called into a different room where your parcel will be opened and thoroughly inspected. You may be required to explain the contents, show proof of purchase and/or pay a VAT amount.

There is a DHL office in Craiova:  https://www.dhl.com/ro-ro/home.html

Other options:

FAN Courrier:  https://www.fancourier.ro/
Address: Calea Severinului nr. 21C, Craiova 200768, Romania
Phone: +40 21 222 1777

DPD Craiova:  https://www.dpd.com/ro/home/contact/contact
Shipping service
Craiova, Romania
+40 744 623 479
HEALTH SERVICES

GENERAL

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

Basic medical supplies are limited, particularly outside of major cities. Make sure you have the EXTENDED COVERAGE through your health care insurance before coming to Romania. If your coverage is through Manulife or Sunlife, make sure to update your coverage before your house hunting trip.


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

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

+49 2451 717 301

GKMedicalClinic@forces.gc.ca

Facebook page: [https://www.facebook.com/GKMedicalClinic/?ref=br_rs](https://www.facebook.com/GKMedicalClinic/?ref=br_rs)

Social Workers

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

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

Pharmacy Services Tel: +49 2451717 308

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

EMERGENCY NUMBERS

The emergency number in Romania is 112. When you call, you will be asked which service you require (Politia / Police, Ambulanta / Ambulance or Pompierii / Firemen).

HOSPITALS

Public Hospitals
In Romania, emergency treatment will not be denied to anyone in need. Following the use of emergency services, military members are to contact the CF H Svcs C (O) Det GK Clinic to inform a Health Care Provider and to obtain sick leave/medical employment limitations if required.

For all emergencies, dial 112. You can dial 112 from anywhere in Romania and from any phone, fixed or mobile. Warning: English speaking personnel might not be available using these numbers but try to stay on the line. In case of emergencies it is very likely that patients will be transported to the Emergency County Hospital. This is the largest public medical facility in Craiova. The infrastructure and infection control is below Western standards. This facility has 24/7 emergency services.

County Hospital (Spitatul Clinic Judefean de Urgenfi)
Strada Tabaci 1
Craiova 200642, Romania
Phone for Reception Desk: +40 251 502200
Website: www.scjuc.ro

Craiova also has a military hospital, however unlike in Canada, this hospital is also opened to the public. Priority is given to military members and their dependents. The infrastructure is old but the facility is well-kept and medical equipment appears to be adequate. This
facility offers the majority of medical specialties and has a small emergency room, which is accessible 24/7. If members need to access emergency care and can transport themselves, it is recommended to report to this facility.

Clinical Military Hospital (Spitalul Militar)
Strada Caracal 150
Craiova 2007 49, Romania
Phone for Reception Desk: +40 251581 081
Website: http://www.smucraiova.ro/

Routine Medical Treatment Military and Dependents. The 2nd Infantry Brigade has a physician assigned to the Unit. This physician will become the primary care provider for military members and can also see dependents.

The Clinical Military Hospital listed above also has a primary care facility onsite with one family physician. This facility is opened to the public, but priority is given to military members and their dependents.

Clinicat Military Hospital (Spitalul Militar)
Primary Care Clinic
Strada Caracal 150
Craiova 2007 49, Romania
Phone for Reception Desk: +40 722 454 818
Hours: Monday & Wednesday 1200 - 1900hrs
Tuesday, Thursday, & Friday 0800 - 1400hrs

PRIVATE CLINICS

Romania has both public (free) and private (pay for services up front) hospitals. Usually doctors will work in both the public and private hospitals. It is not unusual to have to go to a public hospital, to see a specialist.

Unfortunately, the public hospitals may not be up to the standards we are used to back in Canada, therefore it is generally recommended to use a private hospital. They are generally cleaner and more efficient than the private hospitals.
You have to pay for the services upfront (make sure you obtain a full receipt and a medical report for insurance purposes) and then claim them with your insurance company. The services are generally faster than back in Canada and are much more affordable. For example, you can get same-day appointments with generalists and specialists and can be scheduled for surgical procedures generally within 1 - 3 weeks.

Make sure to specify that you require a Doctor that speaks English / French.

**Regina Maria (formally known as Policlinica Helios)**
Location: Strada Pdltinis I, Craiova 200128, Romania
Phone for appointments: +40 0219268
Hours: Monday to Friday 0800hrs - 2130hrs
Website: [https ://www.reginamaria.ro/clinici/policlinica-helios](https://www.reginamaria.ro/clinici/policlinica-helios)

**Hyperclinica Medlife**
Location: Strada Unirii I, Craiova, Romania
Phone for appointments: +40 0219646
Hours: Monday to Friday 0745hrs - 1945hrs
Saturday 0800hrs - l245hrs
Website: [https://www.medlife.ro/hyperclinica-medlife-craiova](https://www.medlife.ro/hyperclinica-medlife-craiova)

**Mogos Med**
Location: Strada Eugeni Jr 14, Craiova, Romania
Phone for appointments: +40 251 530 035
Hours: Monday to Friday 0800hrs - 2000hrs
Saturday 0800hrs - 1400hrs
Website: [http ://www.mogosmed.rolpoliclinica/](http://www.mogosmed.rolpoliclinica/)

**Example of fees at private hospitals:**
Consultation fee: 120 lei
Laboratory test: 80 lei
Imaging (X-ray, MRI etc..) 150 - 300 lei
PHARMACEUTICAL SERVICES

Some medications are not available in Romania (different brands and dosages). Ensure you bring a 6-month supply of your prescriptions with you. If you have questions, you can also reach the Pharmacist in GK (Tel: +49 2451717 308)

Pharmacies are done slightly differently in Romania. We are accustomed to a "one-stop-shop" approach to our pharmacies in Canada, however they are divided into two separate entities (Medical versus Non-Medical) in Romania. There are Non-Medical stores that sell only beauty and household items. Medical pharmacies only sell health related products and medication. There are also an abundance of pharmacies in Craiova. Not all the pharmacists speak English (and you are more likely to speak to a Pharmacist Assistant) and medication names are different in Romania. Also, some medications are controlled in Romania that are not in Canada so you may need a prescription. You will generally have to pay for the medications upfront and submit the claim to your insurance company. There are a number of 24-hour (NON-STOP) pharmacies in Craiova that will have something similar to a pedestrian drive-by window. Simply provide your prescription through the small window and your medication will be handed to you in a paper bag after you have paid.

In Romania, over-the-counter drugs are only available from a pharmacy. Prescriptions written by local providers can be filled on the economy. Both hospitals identified above have a 24/7 pharmacy onsite; located outside the hospitals are several pharmacies. The pharmacy in GK stocks a variety of medications and may be able to provide assistance with obtaining prescription drugs that are not available in Romania. Please contact the pharmacist early if you are on chronic medication, to ensure availability.

Farmacia Al Shefa
Strada Brazda lui Novac 6
+40 251 590 256
Website: https://al-sheafarm.ro/despre-al-shefa-farm

Farmacia Trei F
Billing

Military: All care provided has an associated cost. Military members will have their medical bills paid for through the clinic in Geilenkirchen. Contact information is below. Should a "Letter of Guarantee" be required for any service, this can be provided on request using the contact information below:

Mailing Address:
CF H Svcs C (O) Det GK
CFSU (E) Selfkant
Quimperléstrasse 100
52511 Geilenkirchen
Germany

Medical Finance Office hour and POC:
Hrs: 0730hrs - 1600hrs
Phone: +49 2451-717 320 or +49 2451-717 319

Dependents: All bills associated with the care of dependents are the member’s personal responsibility and should be claimed through PSHCP (for enquiries send an email to PHSCP@allianz-assistance.ca). CF H Svcs C (O) Det GK does not pay for dependent medical bills, nor deal with the insurance company on behalf of dependents. However, CAF members can obtain an advance for services over $200.00. Contact the Medical Invoice Clerks for assistance.
DENTAL CLINICS

Please note the MFS (Europe) does not have a comprehensive list of dentists at this time. Please speak to the Canadians presently posted to Craiova, or contact the dental clinic in GK for further guidance:

Dental Technician, 1 Dental Unit Detachment Geilenkirchen
Tel: +49 (0) 2451 717330/ Facsimile +49 (0) 2451 717404

OPTOMETRY

Please note the MFS (Europe) does not have a comprehensive list of optometrists at this time. Please speak to the Canadians presently posted to Craiova.

SOCIAL SERVICES

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

Social Worker

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

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

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

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

Padre

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

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

Family Information Line

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

Local Resources

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

A. A. Meetings

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

Dental Claims

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

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

Be sure to keep copies of your receipts!

Medical Claims

For medical claims, you will also need to submit a paper claim to Allianz, using the PSHCP Out-of-Country claim form (http://www.pshcp.ca/media/43901/claimform_out_fill.pdf). Send the claim form and the original receipts to:

Allianz Global Assistance
Public Service Health Care Plan
PO Box 880
Waterloo, ON N2J 4C3

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

GENERAL

The amount of traffic on Craiova’s roads is increasing yearly, and many points in the city naturally suffer congestion as a result of this. Avoid driving at rush hour (07h00 – 09h00 and 15h00 – 18h00) and as of 14h00 on Fridays. Most Romanians will leave the city for long weekends and it increases the traffic congestion exponentially, especially on routes leading out of the city.

Despite traffic regulations and police enforcement, the rules of the road seem to be considered more of a loose guideline than something that must be obeyed by many locals. Standards are erratic, and people will push into intersections at once, or otherwise put their interests ahead of anyone else on the road. Another example of this is seen at traffic lights, when as soon as the traffic lights turn green there is likely to be someone coming from another direction, blatantly jumping the just-turned-red light. Naturally, any hesitation on your part will result in immediate sounding of horns by those behind you, although this is much more prevalent in Bucharest where drivers are notoriously impatient. Take particular care when driving in the countryside, where horse-drawn vehicles are common, even on major roads, and are rarely lit or otherwise highly visible.

DRIVER’S LICENCE

Try and keep a Canadian valid driver's license in Romania for the duration of your entire posting. Some provinces you can simply re-apply online. Try to retrieve as much information from your last province of residence regarding this matter before leaving Canada.

Once in Romania, the traffic authorities will accept a Canadian license with an International Driver's Permit (IDP). You can get one through CAA before leaving Canada, they are valid for one year so do not forget to renew.

https://www.caa.ca/travelling/international-driving-permit/

The Romanian authorities recognise an international driving licence and the licences of most other countries on a reciprocal basis.
Drinking and Driving:

Romanian laws are much stricter than the Canadian laws, and it is illegal to drive after consuming any alcohol at all. If stopped on suspicion of drinking and driving you must undertake a breathalyser test if so, requested by the Romanian traffic authorities. Taxis and Uber are relatively cheap and accessible, do not take any risks.

Speeding:

The speed limits are 50km within towns and villages (or 60km on some of the main roads), 90km outside town and 130km on motorways. These limits are not always posted but they must be respected. When you pass a sign for a town or village, reduce your speed. The definition of "in town" is as soon as you pass the sign with the name of the town or village on it and until you pass the corresponding one on the way out, helpfully with a red diagonal line across it. The Romania police do use up-to-date radar and are able to impose on-the-spot fines. Make sure you get a receipt. It is also illegal to talk on a cell phone while driving, although you will see that it is still widely practiced.

Pedestrians:

Pedestrian crossings are not all uniformly marked. Some have lights, while others, even on busy roads, have only zebra lines across the road. Some of the lit cross walks only have lights facing one direction of traffic. While drivers are legally obliged to stop at pedestrian crossings, many do not. Pedestrians have to be extremely vigilant while crossing roads, especially busy ones, and should be on the lookout for speeding cars, inattentive drivers or, in cases where drivers do try to stop, poor or faulty brakes. A good example of a dangerous pedestrian crossing in on the busy road outside the MND-SE HQ.

Parking:

Parking restrictions exist and apply equally to diplomats as well as the general public, except for in areas that specify “only CD / TC plates”. You should not park in a ‘No Parking’ zone. If you do, be prepared to accept the consequences. The police use wheel clamps and also tow cars away that are illegally parked (without much care for the car). If they do, try looking for it at the nearest police station. Parking sometimes appear to be a "free-for-all" where parking on sidewalks is acceptable. You will see in some congested areas, large water bottles or bricks along the side of the road, this is an attempt to "reserve" a parking spot.
Other Driving Laws:

- Seat belts are compulsory at all times in front seats (however many taxis do not have working seat belts in the back).
- It is compulsory to give right of way to buses and trolley buses leaving a stop.
- Overtaking on the tram lines when there is more than 1 lane is forbidden.
- It is forbidden to use a mobile phone while driving unless it is a hands-free facility.
- You must have your headlights on AT ALL TIMES when driving outside the city limits.
- Winter tires must be fitted to your car during wintertime (beginning 1st November) for all driving outside city limits and on wet or snowy roads; all-weather tires are also acceptable if they have M+S (mud + snow) inscribed on them.
- Third-party insurance is compulsory.

Traffic Accidents:

Under Romanian law, all accidents should be reported immediately, and a written statement should be made, at the nearest police station of the Sector in which the accident happened, within 24 hours, if the accident was serious, or there was disagreement over whose fault it was.

If the accident is minor, and both parties agree on culpability for the accident, a procedure called ‘constatare ambiabilă’ (‘amicable agreement’) can be used; this involves both parties completing a form, as well as the responsible party providing a copy of their third-party insurance, car registration document and driving licence.

- Before leaving the scene of the accident you should obtain details of any other cars involved; make, model and registration number of the car(s), driver’s name(s) and ID. You will need a police report to get any repairs done on your car caused by an accident. Even if you hit a stray dog, you need to report it to get the form to take to the garage.
- If you have an accident outside Craiova or Bucharest, all cars involved should go to the nearest police station. If there are injuries, you should wait at the car for the police to arrive. If the injuries need urgent medical attention, one car should take the injured to the nearest Emergency hospital while the other waits for the police. (Make sure you have details of the car that goes to the hospital). You may wish to keep the following step by step procedures in your car:
- In an accident, when another vehicle is involved and no one is injured, you may leave the scene after you agree on an appointment with the other driver(s) for the required visit to the Police Section of the Sector in which the accident happened.
• If anyone is injured, you must remain at the scene until the police arrive unless an injured person must be taken urgently to hospital and there is nobody else to do it.
• In all cases, the police will issue papers authorising the necessary repairs. You should take your car to a garage with an insurance agent to have the damage evaluated and then have the repairs done.
• The costs of the repairs are payable by the Insurance Company directly, who will advise what garage to use to have the car repaired.

By law all vehicles must carry one breakdown-warning triangle, a first aid box and a fire extinguisher. Badges, emblems and mirrors are sometimes stolen. Minor damage and vandalism (e.g. to non-telescopic aerials) sometimes occur.

Anybody wanting a second basic car could consider purchasing a Romanian saloon car or jeep. The Dacia Logan (the local car brand) costs between €10,000 and €11,000 new, payable in local currency.

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

<table>
<thead>
<tr>
<th>Province</th>
<th>Mailing Address</th>
<th>Phone Number</th>
<th>Internet Site</th>
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<tbody>
<tr>
<td>Alberta</td>
<td>Alberta Transportation Main Floor- Twin Atria 4999-98 Ave Edmonton, AB T6B 2X3</td>
<td>(780) 310-0000 Outside AB: (780) 427-8230</td>
<td>Government of Alberta Ministry of Transportation: Drivers &amp; Vehicles</td>
</tr>
<tr>
<td>British Columbia</td>
<td>ICBC Licensing Driver Services Centre 151 West Esplanade North Vancouver, BC V7M 3H9</td>
<td>From Lower BC: (604) 661-2800 Toll Free in NA: (800) 663-3051</td>
<td><a href="http://www.icbc.com/driver-licensing/Pages/default.aspx">http://www.icbc.com/driver-licensing/Pages/default.aspx</a></td>
</tr>
<tr>
<td>Manitoba</td>
<td>Manitoba Transportation Driver &amp; Vehicle Licensing 234 Donald St, Box 6300 Winnipeg, NB R3C 4A4</td>
<td>(204) 985-7000 Fax: (204) 954-5338 or Toll Free in NA: (800) 665-2410</td>
<td><a href="http://residents.gov.mb.ca/reference.html?d=details&amp;program_id=304">http://residents.gov.mb.ca/reference.html?d=details&amp;program_id=304</a></td>
</tr>
<tr>
<td>New Brunswick</td>
<td>NB Department of Transportation 364 Argyle St Fredericton, NB E3B 1T9</td>
<td><a href="mailto:DPS-MSP.Information@gnb.ca">DPS-MSP.Information@gnb.ca</a></td>
<td><a href="http://www2.gnb.ca/content/gnb/en/services/driving_and_vehicles.html">http://www2.gnb.ca/content/gnb/en/services/driving_and_vehicles.html</a></td>
</tr>
<tr>
<td>Province</td>
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</tr>
<tr>
<td>Newfoundland &amp; Labrador</td>
<td>Motor Registration Division Department of Government Services PO Box 8710 St. John’s NF A1B 4J5</td>
<td>(709) 729-4834</td>
<td><a href="http://www.gs.gov.nl.ca/drivers.html">http://www.gs.gov.nl.ca/drive rs.html</a></td>
</tr>
<tr>
<td>Nunavut</td>
<td>Motor Vehicles Division Department of Economic Development &amp; Transportation Box 1000 Station 1575 Iqaluit, NU X0A 0H0 Toll Free: (867) 975-7800</td>
<td></td>
<td><a href="http://www.gov.nu.ca/programs-services/vehicle-registration">http://www.gov.nu.ca/progra ms-services/vehicle-registration</a></td>
</tr>
</tbody>
</table>
**ROADWORTHINESS TEST/SAFETY / VEHICLE REGISTRATION / EMISSION STICKER**

Emission and safety testing is required every 2 years. The price associated with registration and safety varies upon the size of the engine and emissions.

**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:


**TOLLS**

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

Romania has some of the cheapest rates when it comes to cell phone plans. You can sign a contract (6 months to several years), or you can simply get a pay-as-you-go plan. Be careful of hidden fees and phone service cut-off if you exceed your pay-as-you-go amount.

You will first need to be resident, i.e. living in your permanent accommodation, before registering for a mobile telephone. You will need to present your residency card and sometimes your passport in order to set up an account. A way around this at first is to simply get a pay-as-you-go plan. If you decide to get a contract, the bill can be sent direct to your home address or emailed and can be paid in accordance with phone company policy.

There are several networks available. The two largest companies are Vodafone and Orange.

www.orange.ro
www.vodafone.ro

Landline Phone:

Packages vary with regard to cost of international, national and local calls – visit the websites of the various companies for details.

www.romtelecom.ro
www.rcs-rds.ro
www.upc.ro

WINTER TIRES

Winter tires are a good idea in Romania, but they are not mandatory. Craiova does see snow in Jan - March. Although often times it will snow, and melt within a few days.

ALCOHOL AND NARCOTICS

Romanian laws are much stricter than the Canadian laws, and it is illegal to drive after consuming any alcohol or drugs at all. If stopped on suspicion of drinking and driving you must undertake a breathalyser test if so, requested by the Romanian traffic authorities.
ROADSIDE ASSISTANCE

This is not a service that is common in Romania. Make sure you have a list of personal emergency numbers, as well as local police and fire department in your vehicle at all times. There is a possibility that you may not find someone who can speak English (very rare in French) if you call Romanian emergency numbers.
RELIGIOUS SERVICES

ENGLISH LANGUAGE SERVICES IN THE AREA

Hope Church (Evangelical Church)
Address: Str Nicolae Titulescu 166, Drăgănești-Olt 235400
https://www.hoperomania.org/craiova.html

Catholic Churches in Craiova:
https://www.catholicdirectory.com/romania/craiova

Church of Christ Craiova - Biserica lui Hristos Craiova

AROUND THE HOUSE

Some Canadians have reported issues with hygiene and inserts within their homes (beetles, ants, cockroaches). Please ensure to do a thorough inspection during your HHT and speak to your landlords about this issue. This could even be written into your lease. It is recommended to store any food items in air-tight containers.

INTERNET/TELEVISION/MOBILE PHONE

Voice over Internet Protocol (VoIP) Phones

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

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

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

**ELECTRICITY**

Electricity in Romania is 230 Volts, alternating at 50 cycles per second. If you travel to Romania with a device that does not accept 230 Volts at 50 Hertz, you will need a voltage converter.

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 (volts) by 1 (amps) to get 110 watts.

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

- [https://www.wholesalesolar.com/solar-information/how-to-save-energy/power-table](https://www.wholesalesolar.com/solar-information/how-to-save-energy/power-table)
Research before choosing transformers. If in doubt, buy bigger. Some items (like TVs) need a big surge of power when switched on, so go with three times the wattage (a 500W appliance might need a 1500W transformer). Items that produce heat (iron, hair dryer) will require more wattage.

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

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

**UTILITIES**

When renting, the prices for utilities are usually not included in the rent, so you will have to pay these as an extra.

If you’re renting an apartment, most of these will be part of something called **Intretinere** (which translates as “maintenance”) and it usually includes garbage collection, water, a fund for minor repairs and heating. If you have gas (we don’t), that’s paid separately, as well as the electrical bill.

**APPLIANCES**

Appliances should be provided with the rental agreement. Speak to the GK housing office for guidance on this issue.

CFSUI Housing Officer / Canadian Forces Support Unit (Europe), Geilenkirchen/Germany
Department of National Defence / Government of Canada

[karin.doepgen@forces.gc.ca](mailto:karin.doepgen@forces.gc.ca) / Tel: +49-2451–717-157 / Facsimile: +49-2451-717 262

**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**

The water is not potable in Craiova. The infrastructure is old and the pipes are often rusted and in need to replacing.

Also, in some areas of Eastern Europe, food and water can also carry diseases like Hepatitis A. Practice safe food and water precautions while traveling or living in Eastern Europe. When it doubt, remember to boil it, cook it, peel it, or leave it!

The water is not recommended for drinking in Romania; therefore, it is prudent to have a water contract as well (water delivery service). Please contact the Canadians presently in Craiova for further details and recommendations.

**AIR QUALITY**

Around the Craiova area there are two major coal fired electrical / steam plants. These provide our power to the city and steam heat for many of the government industry. They are old, and spew pollution. As long as there is a breeze or clear sky it is not an issue. This can be an issue during the winter months, when the temperatures are cooler with lower cloud cover – you may smell the processing of coal in your home. Also, there can be a large amount of black dust particles within the air – which you may notice when you are cleaning your house or washing your patio furniture outside.

**GARBAGE AND RECYCLING**

This will depend on where you live in the city. In general, Romania is not known for it’s recycling plan. Often times, the recycling simply ends up in the trash bins. There is a different attitude of the general population when it comes to garbage disposal. The state generally does not provide enough receptacles in public areas and if they are present, they are rarely emptied. Therefore, it is not uncommon to see garbage piled up near garbage cans.
# METRIC CONVERSION

*Oven Temperature*

<table>
<thead>
<tr>
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<td>275 F</td>
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<tr>
<td>300 F</td>
<td>150 C</td>
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<tr>
<td>325 F</td>
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<td>350 F</td>
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<td>425 F</td>
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<td>450 F</td>
<td>230 C</td>
</tr>
<tr>
<td>500 F</td>
<td>260 C</td>
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</table>
EMPLOYMENT

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

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

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

SPOUSAL/DEPENDENT EMPLOYMENT ASSISTANCE AND EDUCATION

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

For information regarding education or employment please contact the MFSI Education, Employment and Training Programs Coordinator, at MFSE.EmploymentEducationTraining@cfmws.com.
JOB POSTINGS

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

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

LOCAL EMPLOYMENT

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

At present, the details for dependents working on the economy is being explored through the legalities of the SOFA stamp. It is advisable to financially prepare yourselves for the reality of living on one income for the duration of your posting.

ADULT EMPLOYABILITY PROGRAM

If you will be looking for employment when you return to Canada, MFSI 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

There are a multitude of schools varying from Kindergarten to University level in the Craiova region; however, there are no International schools are in the region. Dependent Education has conducted a search and has been unable to find an education facility in Craiova that meets the parameters of the Canadian Armed Forces. The closest facility to Craiova that meets the requirements is in Bucharest, which is approximatively two and a half hours travel one way from Craiova by train. Dependent Education has therefore determined that postings for families with school age children to this location is not advisable at this time. Please contact your Career Manager for further information regarding this posting, if you have children.

IMMUNIZATION

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

CHILDREN’S EDUCATION MANAGEMENT (CEM)

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

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

SCHOLARSHIP AND BURSARY INFORMATION

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


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

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

POST SECONDARY EDUCATION

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

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

Local Institutions

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

If you are looking to continue a degree that you started in Canada, transferring credits or studying on a Letter of Permission from your Canadian university can be challenging due to differences in the educational systems. Do some research into programs available at your local universities and colleges, attend open days, and connect with their international admissions department to see what options are available to you. Your Canadian university may also have information about studying abroad.
If you choose to pursue an educational program locally and intend to use it professionally, you must ensure that it is an accredited program and your diploma/degree will be recognized in Canada. If there is a governing body for your line of work in the province you will be returning to (i.e. teaching, nursing, accounting) you should check with them to determine how they view foreign qualifications. If you plan to continue with higher education upon returning to Canada, you may want to contact the Canadian institution you are interested in attending in order to see how they will assess your foreign education.

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

**Canadian Institutions**

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

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

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


For more information on this directory please visit:

ENTERTAINMENT & LEISURE

LOCAL ATTRACTIONS


For those who want to find out more about the history and the traditions of this region we recommend a visit to the **Oltenia Museum**, housed in **Baniei House** (1699), the oldest non-religious building that exists in Craiova and one of the oldest lay buildings in the country.

Art lovers should definitely not miss the **Art Museum** in Craiova, hosted in the **Dinu Mihail Palace**, built in the early 1900s in neo-classic style by a French architect. The Museum exhibits valuable masterpieces created by famous Romanian painters, among them Craiova-born Theodor Aman (1831 – 1891) and Nicolae Grigorescu (1838 – 1907). One of its main attractions is the section dedicated to **Constantin Brancusi**, comprising six of his early sculptures.

For the ones who want to experience the nature more scientifically, a stop at the **Botanical Garden** would be the best choice.

**Opera, Ballet, Concerts & Cinemas:**

There are several cinemas in Craiova, however most of the movies are offered only in Romania.

**Cinema Patria**
Strada Alexandru Ioan Cuza 15

**Inspire Cinema VIP Electroputere**
Etaj 1, Electroputere Parc, Calea București nr 80 · In Electroputere Parc

**Inspire Cinema Mercur**
Etaj 4, Mercur Center, Calea Unirii 14
Opera house: Romanian Opera Craiova

Address: Strada Mihai Viteazul 7, Craiova 200418, Romania
Website: http://www.operacraiova.ro/

MUSEUMS

Craiova Art Museum
Address: Str. Calea Unirii 15
(located in the Dinu Mihail Palace)
Telephone: 0251 412.342

Oltenia Region Museum – the Etnographic Section
(Muzeul Olteniei)
Address: Str. Madona Dudu 44
Tel: 0251 411.906
office@muzeulolteniei.ro
www.muzeulolteniei.ro

Targu Jiu
Where: 74 miles northwest of Craiova
Access: car, bus, train

A must for all art lovers is a visit to Targu Jiu on the banks of the River Jiu. This former market town is closely associated with Constantin Brancusi, considered by many to be the father of modern sculpture. While most of his works are on display in prestigious museums throughout the world, his trilogy of public sculptures, The Table of Silence (Masa Tacerii), The Gate of the Kiss (Poarta Sarutului) and The Endless Column (Coloana Infinitului) can be admired at the Constantin Brancusi sculptural complex in downtown Targu Jiu.
Horezu Monastery & Horezu Pottery Centre
Where: 96 miles north of Craiova
Access: car, bus

RECREATION CENTRES & PARKS
There are a number of lovely parks in and around Craiova:

- Nicolae Romanescu Park
- Craiova Botanical Garden
- Prefecture Square Craiova
- Tineretului Park

See more details here: https://www.tripadvisor.ca/Attractions-g652095-Activities-c57-Craiova_Dolj_County_Southwest_Romania.html

SPORTS & CLUBS

Clubs and Groups

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

Please reach out to the Canadians presently in Craiova for further details on clubs and sporting options.

DINING OUT

There are plenty of restaurants in Craiova, some international options and a plethora of Romanian and Italian cuisine. The Romanians pride themselves of being a Latin base culture and embrace all that is Latin, particularly Italian culture and food. New restaurants are always popping up and you can find a comprehensive list of Trip Advisor.

- https://www.tripadvisor.ca/Restaurants-g652095-Craiova_Dolj_County_Southwest_Romania.html
Tipping

Tipping is very much appreciated in restaurants. You can tip anywhere to 5% to 20%, depending on the service and the type of restaurant. As a rule, foreigners typically tip between 10 -15% of the total bill.

At a coffee shop (or anywhere where a service is provided - including grocery stores), it is customary to "round up" to the nearest dollar (or lei) for a tip. This is at your discretion and your comfort level.

Do check your bills and ensure there are no additional costs, as it can happen that additional charges can appear on the bill of foreigners (you are expected to have money).

Of note - most restaurants will bring one bill for the table. If you would like separate bills, it is prudent to let your server know early. It is still possible that they will bring you one bill at the end of the meal. If you are insistent, most restaurants can give you separate bills upon request.
SHOPPING

GENERAL SHOPPING TIPS

There are three distinctive shopping “mall type” locations in Craiova.

City Center – call the Mercur Center. There are three floors, the largest stores being the H&M and a Starbucks. There is a gym and a movie theatre in there as well. There are some small shops, including a Vodafone store front (cell phone etc.).

Electroputere Center – Roughly 3 kms West of city center. This is closer to a mall, as we understand it in North America. It has an estimated 100 shops (like their version of a Sephora, men’s and women’s clothing) including a large grocery store, sporting store, a home improvement store, electronics and a furniture (Jysk).

Auchan Hyper market – An estimated 2 km East of city center with a grocery store, a Jysk, electronic shop and only a few stores. This is a good location for grocery shopping.

Local Store Hours/Sunday/Holiday Shopping

Most stores open between 08h00 - 10h00 in the morning, and close between 19h00 - 22h00. Stores can be closed on Mondays and Tuesday and during holidays. It is not customary for the stores to post their hours for holidays (although this is slightly improving).

Public Washrooms

Public washrooms in general are not hygienic and are "washed" with no more than used water. Try to avoid touching the handles on doors or the sinks.

It is not uncommon for toilet seats to be broken, cracked, or missing all together.

You may also see "foot prints" on the seats (particularly in female washrooms) as some people stand on top of the toilet seat to relieve themselves.

It is prudent to hover over the seat and to touch as little as possible. Bring your own hand wipes and hand disinfectant when leaving your home.

Also, many Romanians do not wash their hands after going to the washroom.
Shopping Bags

It is not customary to bring your own bags; locals use plastic bags. This may be different if you are shopping at local markets. You may see more reusable bags in this situation.

To help the environment, it is still recommended to bring your own reusable bag.

The cashier will ask you "Punga?", which means "Do you want bags".

They will charge you for the use of plastic bags, some grocery stores will even charge you for produce bags.

GROCERIES

Shopping has increasingly become a popular Romanian past-time. Romanians enjoy material luxuries and have several impressive malls throughout the city. Here is a list of the most common shopping centers:

Auchan – this is a French owned grocery chain. There are two locations in Craiova and would be equivalent to a Superstore/Loblaws. They also carry alcohol.

Kaufland – this is a German owned grocery chain. They are similar to the Auchan.

There is also a Lidl chain, smaller stores, in at least four locations. There is also a Selgros, this would be a Costco equivalent, you also require a membership. There is a great abundance of small independent corner shops with the basics you need.

Pork, chicken and fish easily found. Beef is very limited and expensive in comparison. It is not Alberta AAA, as we may be accustomed to.

Overall there is no real issue shopping. It does take some time as products are slightly different, and you may require Google translate during your shopping.
Products which may be more difficult to find include:

- Molasses
- Sugar free peanut butter
- Marshmallows
- Real vanilla
- Canned soups
- Beef or chicken stock
- Tide to go
- Good quality tortilla chips and salsa
- Maple syrup
- Also, paper products (toilet paper, paper towel, Kleenex) are not that cheap and the quality is different.

Markets:

Craiova has good local markets. If you are looking for the best quality fruits, vegetables, flowers, and hand-made / home-made items, find a market near you. Fruit and vegetables are very seasonal. In the summer there is fantastic fruit, lovely salads and tasty vegetables, but winter months can be sparse. Expensive imported fruit is becoming more common in winter but you do need to check for quality.

The markets (piața) are the best place to shop for fruit and vegetables and a great opportunity to practise some basic Romanian!

There is a super "old school" city market, which runs every day. It has fixed buildings with local farmers selling their produce. There are places that sell food, beer, wine, fruit, vegetables, house supplies, garden supply, walnuts, bakeries, you can buy almost everything at this market. The vendors do not speak a great deal of English. Be cautious as they may raise the prise because you are a foreigner. You need to establish relationships with the local vendors, to be treated like a local.

Also, of note – most of the vendors prefer to choose the products for you (some do not allow you to touch the fruits and veggies).

Piața Centrală (Central Market)

Location: 8RC4+39 Craiova

Google Maps location:
VAT FREE SHOPPING

To qualify for the VAT, you have to present your CNP number (provided by the NATO Headquarters) to the cashier and ask for a "Factura". The total purchase has to be over 300 lei to qualify for a VAT return.

You do not receive the VAT off your purchase immediately. You must pay the VAT and submit a claim through the headquarters.

Both the member and the spouse will have their own CNP number, although they all get claimed under the member. The claims happen quarterly and is overall a painful process. It is disorganized, slow and the rules and regulations as to what you can claim changes often. Refer to the NATO Headquarters for the VAT regulations in Romania.

LOCAL SERVICES

DRY CLEANING

Dry cleaning is very cheap and accessible compared to Canada. Most major malls with have dry cleaning services and you can also find them on major arteries (streets) throughout the city.

BARBER AND BEAUTY

Romanian women have high beauty standards and you can find an abundance of beauty shops and salons throughout the city. It may be more difficult to find a hair dresser who speaks English.

It is also difficult to find a good hair dresser who has experience with blonde hair or curly hair. In general, the services are cheaper than in Canada and other European countries.

For example, a hair cut, color with high lights, a blow dry and a style can be anywhere between 200 - 700 lei.

For men, there are plenty of options for haircuts. Again, the obstacle is Language. Be sure to be clear with that you want and a picture helps. They tend to cut hair very short.
CHILDCARE

To find reliable childcare in English can be difficult in Romania. Those who speak English charge more and are usually shopping around for better wages. It is not uncommon to lose several nannies in a year.

For babysitting, try to get to know families with teenagers in the Expat community for English services. The same can be said for French speakers.

Like anywhere, reliable and trustworthy childcare can be a challenge.

As mentioned, this posting is generally not recommended for children. Speak to your Career Manager for more information.
A few tips to keep in mind for your safety:

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

It is still advisable to have a rabies vaccination prior to your arrival in Romania.

If you are bitten by a stray dog then flush with water if possible and consult a doctor immediately.

Rabies:
If you have had a rabies injection in the last 5 years (a pre-exposure jab) you still need 3 booster shots ideally starting ASAP after the bite and spread over a week.

If you haven’t had rabies injection you need a shot of rabies specific immunoglobulin before you start the rabies vaccine course, which will probably be five, not three jabs over 14 days.

Earth Tremors/Earthquakes
Earthquakes do happen. Small tremors can be felt sometimes monthly. The last major earthquake was in 1977 where it damaged an estimated 1/3 of the city. In any case, you should be prepared. An excellent resource to purchase your own survival gear is Evaq8 in the U.K (http://evaq8.co.uk), as they ship to Romania. You should have your own stocks of food, water, spare clothing and any essential medication etc. for at least 5 days. The risk of one during your stay in Bucharest is small. However, you should remember the following basic rules:

If you are indoors:
• Don’t panic.
• Always move towards the centre of your building i.e. the strongest part. This is usually towards the lift shaft or supporting walls. If this is not possible, shelter from falling debris under a table or bed in a small room. Keep away from windows.
• Do NOT attempt to use the elevators.
• Do NOT try to leave the building immediately because falling masonry may still pose a great danger.
• If possible, turn off the gas. Do not alter the electricity supply; turning it on or off will generate a spark, which could ignite any gas in the air.
• When you do leave the building, move as quickly as possible to open ground well away from falling debris.
• Try to make contact with other family’s resident in your building/compound and try to account for everyone. If possible, make contact with the Embassy.
• Do not re-enter any damaged building, as aftershocks are a common feature of major earthquakes.

If out of doors:
Move to an open area free from tall buildings. If the earthquake has been severe you should try to make your way as quickly as possible, on foot if necessary, to the rendez-vous point (established by the Canadians on the ground).

General Safety Measures:
Exercise a higher level of safety precautions. Ensure that your personal belongings, passport and other travel documents are secure at all times. Keep a copy of your passport identification page, driver’s license, train or airline tickets, and credit cards. Safeguard the originals.

Specific considerations for Craiova:
• It can feel like a more “isolated posting”.
• Culture shock is a real concern for members and spouses.
• Romanians follow more or less traditional gender roles, this can be difficult for North American women posted to Romania.
• There is a pronounced stray dog population within Romania, the possibility of rabies is real.
• Romania is an active earthquake zone.
• The water and air quality are concerns. Members or spouses with any medical concerns should discuss this with their physicians, before accepting a posting.
• It can be difficult to access all ranges of health services, therefore members or spouses with chronic medical conditions should not consider this posting.
• The medical infrastructure and services are understood to be below Western standards at this time.
• General hygiene and the presence of insects may be a concern in homes.
IN CLOSING

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

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

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

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

Welcome!

MFS(E) Staff, Advisory Committee & Volunteers

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

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

EU Country Report:
https://europa.eu/european-union/about-eu/countries/member-countries/romania_en

BBC Country Profile:

COMMUNITY FACEBOOK GROUPS

MFS (Europe) https://www.facebook.com/MFSEurope/
OUTCAN Page https://www.facebook.com/groups/Outcanspousesofcanadianmilitaryeurope/
MFS (Europe) https://www.facebook.com/groups/MFSEvirtualbookclub/
USEFUL TRANSLATIONS & PHRASES

Greetings
Common phrases

Hello or Hi  Buna ziua or buna
Good bye or bye  La revedere , or pa pa (or simply pa - more informal)
How are you?  Ce mai faceti?
Fine, thank you  Bine, multumesc
Yes  Da
No  Nu
Please  Va rog
Thank you  Multumesc

Numbers

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**Common Food Terms:**

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<td>I would like</td>
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<td>Later</td>
<td>Mai tarziu</td>
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<td>Scuză-mă te rog (va rog)</td>
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**ADDITIONAL RESOURCES:**

- **AgerPress (Romanian News in English)**
  - [http://www.agerpres.ro](http://www.agerpres.ro)
- **Romanian Insider (Romanian News in English)**
  - [http://www.romania-insider.com](http://www.romania-insider.com)