

# SPAIN

# HANDBOOK



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

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



**MFSP**  
MILITARY FAMILY  
SERVICES PROGRAM  
EUROPE



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

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

Your Military Family Services Europe / MFS(E) team wishes to congratulate you and your family on your OUTCAN posting. We would like to be the first to welcome you all to Europe! Did you know that your MFS(E) Riga-Remote team supports more than **350 members, spouses, and children posted to 15 countries** throughout Europe?

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

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

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

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

## **Current MFS(E) programs include, but are not limited to:**

- Virtual presentations ranging from the [PSP Chalet Program](#) and Europe Christmas Markets (to name a few)
- Crafts For Kids Mailings (for children 3-9 years old)
- Birthday Cards for Children (up to 18 years of age)
- [Youth Employment Preparation \(YEP\)](#) Program (13 to 18 years old)
- [Youth Connect](#) (helping incoming youth connect to Canadians youth already in Europe)
- [Youth Leadership Conference](#)(annually for teens 13 – 18 years old)
- [Family Separation & Reunion Services](#)
- Host Language Training & [Virtual Language Training](#) (ask us about a Rosetta Stone license for your dependents)

- Virtual Workshops (Including Community Demo and Virtual Travel Forums)
- [Virtual Book Club through Facebook](#)
- Virtual Coffee mornings
- [Friends on a Journey program for kids](#)
- ...And so much more!

This is your opportunity to connect with other Canadian families going through a similar transition to Europe. If there is any wisdom we can pass along to you from the get go, 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](mailto:MFSE.RigaRemote@cfmws.com)

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

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

Best Regards,

Your MFS(E) Riga/Remote Team



## **EUROPEAN ADVISORY COMMITTEE**

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

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

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

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

**You can contact us at:**

[MFSE.RigaRemote@cfmws.com](mailto:MFSE.RigaRemote@cfmws.com)

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

***Thank you for your cooperation and attention in this matter.***

## **SOME HELPFUL RESOURCES**

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

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

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

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

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

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

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

### ***CAF Connection Website***

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

### ***Employment Opportunities while in Europe***

- <https://www.cafconnection.ca/Europe/Programs-Services/Employment.aspx>
- <https://www.cafconnection.ca/Europe/Programs-Services/Employment/Civilian-Employment-Opportunities.aspx>

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

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

### ***Family Information Line (FIL)***

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

**Family Information Line: 1-800-866-4546, (613) 995-5234**

**or toll free in Europe 00800 7711 7722**

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



## OVERVIEW OF MADRID

Madrid is the capital of Spain and its largest city. The population of the city is roughly 3.2 million and the entire population of the Madrid metropolitan area is calculated to be around 6.5 million. It is the third largest city in the European Union, after London and Berlin, and its metropolitan area is the third-largest in the European Union after London and Paris. The city spans a total of 604.3<sup>2</sup>

The city is located on the Manzanares river in the centre of both the country and the Community of Madrid. As the capital city of Spain, seat of government and residence of the Spanish monarch, Madrid is also the political, economic and cultural centre of Spain.

The Madrid region experiences a Mediterranean climate with cool to cold winters due to its altitude of 646 metres above sea level. Madrid winters can include spodic snowfalls and minimum temperatures often below freezing. Summers are hot with average July temperatures ranging between 31 and 33 C depending on location and temperatures tend to be the highest in August and can climb to over 35 C.

## EMERGENCY INFORMATION

### 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.....	+34 91 382 8400
Consulate of Canada (Malaga).....	+34 952 223 346
(Barcelona).....	+34 932 703 614

Emergency Telephone Numbers in Madrid	Telephone Number
Central Police Station ( <i>Comisaría de policía Madrid-Centro</i> )	Tel: 915 487 985
National Police ( <i>Policía Nacional: Protección Ciudadana</i> )	Tel: 915 805 263
Hospital General Universitario Gregorio Marañón At: C. Doctor Esquerdo 46, 28007 Madrid	Tel: 915 868 556 Accident and EmergencyTel: 915 868 505 Tel: 915 868 225
Fire Service (centralised service)	Tel: 913 973 700
Red Cross Emergencies	Tel: 915 222 222
Ambulances	Tel: 913 354 545
Town Hall ( <i>Municipio</i> )	Tel: 915 340 200
Centro de Transfusiones de la comunidad de Madrid	Tel: 913 017 200
Traffic Civil Guard ( <i>Guardia Civil del Tráfico</i> )	Tel: 914 577 700 (Madrid North)
Madrid Tourist Police, English services	Tel: 902 101 112
Canadian Embassy, Torre Espacio, Paseo de la Castellana 259D, 28046 Madrid, Espagne	Tél. : (34) 91 382 8400

112 is the emergency telephone number in Spain. You may dial 092 for Local Police in Madrid and 091 is telephone number for Spanish National Police.

## BEFORE YOU COME

### Things to Consider/Bring:

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

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

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

### News

- <https://www.thelocal.es>
- <https://elpais.com/elpais/inenglish.html>
- <https://www.euronews.com/tag/spain>

## **CANADIAN COMMUNITY IN MADRID**

There are currently 8 families posted to the Madrid area. Some families in the past have chosen to live in the city itself and others on the outskirts of the city. Each location has had its own pros and cons depending on what you are looking for. The Canadian Community here in Madrid does try to get together fairly often and there is usually a MFS(E) sponsored event each year to help welcome in the new families. Please reach out to the other Canadians with any questions that you may have on their town, life in Spain and any other questions or concerns and I am sure that they would be happy to help!

## **TRAVEL SERVICES & TRANSPORTATION**

### **Metro & Bus :**

The best way to get around Madrid is to use public transportation especially when going into the city centre. Traffic and finding a parking place can be a challenge as the madrileños invent their own driving rules. The Madrid Metro is one of the best public transit systems in the world, with a subway line running in almost any direction of the city, making it the sixth longest underground network in the world. The price of a ticket to travel on all of the network (including buses) in the Community of Madrid is approximately 1.50 euros. There is a ticket that contains ten rides for 12.20 euros and that allows you to travel in the city metro or on the bus using the same ticket. Please note that there is an additional charge for taking the metro to and from the airport.

For further information about public transportation, visit the Consorcio Regional de Transportes de Madrid website: <http://www.ctm-madrid.es>

The Metro website is: <https://www.metromadrid.es/en/>

### **Taxis:**

In Madrid, taxis are white with a diagonal red band on their front door bearing the emblem of the city. They have a green light that is on when they are free. To hail a taxi all you need to do is raise your hand. Journeys can be paid in cash or debit/credit cards. There is also a new “My taxi” app for your Smartphone that you can order a taxi through. You can specify where you want it, for how many people, when you want it and even pay via the app. This app is currently being used by Canadian families living in Madrid and seems to work well. The app can also be used in a few other countries around Europe. For more information on taxis in Madrid please call: (0034) 91 371 3711 or visit <http://www.tele-taxi.es>.

## **Airport:**

**Adolfo Suarez Madrid-Barajas Airport** is located Northeast of Madrid and 12km from the city centre. The airport has four terminals and is quite user friendly. There are free buses that take passengers between terminals and there is also access to the city bus and metro systems from the airport. The address is: Avda. De la Hispanidad s/n. 28042 Madrid. Please note that TA plates from Base Torrejon may park in T4 parking at no charge for a short period of time. This is in the same area as Diplomatic parking.

## **Train:**

Atocha Train Station is the largest train station in Madrid and offers commuter trains, high speed trains to go around Spain and trains for long distance travel.

## **BASE DETAILS**

The airbase in Madrid is in Torrejon de Ardoz and is called Aerea Base Torrejon. It was built in 1953. You will need to get a pass to access the base and all people must scan in and out from the front gate. Visitor passes can be accessed with proper identification and check in.

## **LANGUAGE**

The official language is Spanish, also called Castilian, and is the first language of over 72% of the population. Unfortunately, in the Madrid region, a very low percentage of the population speak English. It can be difficult to find assistance in English but it is possible. There are usually professionals (banks, government offices) who speak English and often people in the tourist areas do as well.

Military Family Services Europe/MFS(E) can provide you with a Rosetta Stone license if you are interested in learning Spanish. In your Welcome Package from MFS(E) you will also receive a phrase book to carry around with you and you may also use Google translate on your smartphone. All of these can be helpful when you are learning your way around.

Overview of the Rosetta Stone Online Program: Rosetta Stone is the world's number one language-learning program. You will be provided with a Rosetta Stone license, which includes over 30 language options, a computer headset and everything you need to learn your host language in an interactive, online environment. Depending on your preferred learning style

and/or how much time you would like to be studying, different options exist. If you are interested in Host Language training please get in touch with your Community Services Provider or our MFS(E) Virtual Programs Coordinator. Our coordinator, Giselle, can be reached at the following email address: [shangi-ellis.giselle@cfmws.com](mailto:shangi-ellis.giselle@cfmws.com).

Many language schools are available for learning Spanish as well. Also, Spanish classes with different levels are often provided at the CAOC (Torrejon Base in Madrid) for members and spouses. Further language classes can be found at:

**Speak Easy – Campo Real**

<http://www.academiadeidiomasspeakeasy.es>

**AIL Madrid Language School**

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

**Inhispania – Academia**

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

**Madrid Plus**

[www.madridplus.es](http://www.madridplus.es)

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](mailto:mfse.virtualprograms@cfmws.com).

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

- [https://www.cafconnection.ca/getmedia/7370f595-6269-4a8d-a6a1-4a91c1206c1c/Host-Language-Information\\_2018EN.pdf.aspx](https://www.cafconnection.ca/getmedia/7370f595-6269-4a8d-a6a1-4a91c1206c1c/Host-Language-Information_2018EN.pdf.aspx)
- *or contact your Virtual Programs Coordinator for more information.*

## **ADMINISTRATION**

### **Banking:**

There are over 170 banking institution entities where you can open a savings or chequing account. For opening a chequing account you will have to provide a valid passport, local phone number and the ID number of your original country. Please bring a mobile phone with you when you open an account because all of the passwords for gaining access to online services will be sent by text message.

## **Main Spanish Banks:**

**BBVA** – <http://www.bbva.es>

Large range of savings facilities: personal accounts, housing accounts, savings accounts, deposit accounts etc. It is easy to open a bank account for newcomers in Spain. The online services are a bit complicated to use but aren't absolutely necessary. This bank is also the choice of most Canadians currently living here as there is a branch right on the base and they are familiar with setting up bank accounts for residents of other countries.

**BANKIA:** <http://www.bankia.es/en/home>

**Banco Popular:** <http://www.bancopopular.es>

**Santander:** <http://www.santander.com>

## **Currency:**

The currency in Spain is the Euro as Spain is part of the European Union. It is possible to use Chip Credit cards from Canada in Spain and most machines always ask for your 4 digit PIN. You also have the option of paying the store in Euros or CAD and you will make that decision at the cash. If you choose Euros, your at home bank will choose the exchange rate you will pay versus the store here doing it if you choose the Canadian amount.

## **Bank Transfers:**

Spain has laws about electronically transferring money to international bank accounts. Unfortunately you must go to your branch in Spain and transfer the money to the account in person. Also we have had some families that were unable to transfer money online from their Canadian accounts into their Spanish or other International accounts due to laws back in Canada. Certain banks require an in-person signature for this.

## **POSTAL SERVICES**

Correos is the national postal service of Spain, as recognized by the Universal Postal Union. The company is 100% state owned through the State Industrial Holding Company (SEPI). With 63,000 employees and 5.4 billion pieces of mail sent each year, Correos is one of the largest postal services in the world. Based in Madrid, it has more than 10,000 postal centers throughout Spain. On the Correos website you'll find all post office locations for Madrid and Spain, stamp collecting and a cost calculator for postal fees. Please visit: <http://www.correos.es>

You can use FedEx International Priority Service for your express parcels. Locations and services are listed on the following website: <http://www.fedex.com/es>

## **ON THE ROAD**

### **Driving License**

Driving licenses for military members and their families in Spain: Driving in Spain when you are a Military Member or a dependant is quite simple. You require a valid driver's license from Canada and must be older than 18 years old. A translation of your Canadian driver's license will be completed by the Orderly Room at the Torrejon Military Base. In case of an accident, you will have to present this paper and your valid Canadian driving license to the police. It is also helpful to carry your Canadian Passport while driving as the police often ask at random checks.

### **General Rules**

- Cellphone use while driving is prohibited
- Drive on the right
- The use of headphones and earphones while driving is prohibited
- Dimmed headlights must be used in poor daylight visibility
- All vehicles must be insured

### **Documents and Items to Carry in the Car**

Drivers are expected to carry the following items in their vehicle at all times and can be fined for not doing so:

- Inflated replacement tire and the tools to fit it
- Reflective vests for driver and passengers
- Two warning triangles

Drivers are expected to carry the following documentation in their vehicle at all times:

- Current driving licence (*Permiso de Conducir*)
- Vehicle logbook (*Permiso de Circulación*)
- ITV (Vehicle Inspection) paperwork. The roadworthiness sticker should be placed in a visible position on the windscreen

Although it is recommended that drivers carry original documents, certified photocopies are acceptable. Certification is considered legal if provided by an authorised notary, and some town halls and local traffic departments may also provide certified photocopies. Lamination of documentation is acceptable.

The following items and documents are not obligatory, but are recommended by the DGT:

- A spare set of bulbs, and tools to change them
- A receipt proving up-to-date payment of road tax
- The car insurance policy and receipt of payment

## Accidents and Breakdowns

In case of an accident or breakdown, the procedure that the driver must follow is:

- Switch on warning lights
- Put on reflective vest and ensure that any passengers do the same
- Exit vehicle and place warning triangles at a distance of 50 metres from the front and rear of the vehicle. On one-way roads, or roads with three lanes, placing one triangle at a distance of 50 metres from the rear of the vehicle is sufficient
- Ensure that passengers who exit the vehicle wear a reflective vest and stand behind safety barriers or on the pavement
- Call for assistance using an emergency call box, or dial 112 to call emergency services from a mobile phone or landline.

## Information on Driver's Licence in Canada and Renewal

Province	Mailing Address	Phone Number	Internet Site
Alberta	Alberta Transportation Main Floor- Twin Atria 4999-98 Ave Edmonton, AB T6B 2X3	(780) 310-0000 Outside AB: (780) 427-8230	<a href="http://www.alberta.ca/government-of-alberta-ministry-of-transportation-drivers-vehicles">Government of Alberta Ministry of Transportation: Drivers &amp; Vehicles</a>
British Columbia	ICBC Licensing Driver Services Centre 151 West Esplanade North Vancouver, BC V7M 3H9	From Lower BC: (604) 661-2800 Toll Free in NA: (800) 663-3051	<a href="http://www.icbc.com/driver-licensing/Pages/default.aspx">http://www.icbc.com/driver-licensing/Pages/default.aspx</a>
Manitoba	Manitoba Transportation Driver & Vehicle Licensing 234 Donald St, Box 6300 Winnipeg, NB R3C 4A4	(204) 985-7000 Fax: (204) 954-5338 or Toll Free in NA: (800) 665-2410	<a href="http://residents.gov.mb.ca/reference.html?d=details&amp;program_id=304">http://residents.gov.mb.ca/reference.html?d=details&amp;program_id=304</a>
New Brunswick	NB Department of Transportation 364 Argyle St Fredericton, NB E3B 1T9	<a href="mailto:DPS-MSP.Information@gnb.ca">DPS- MSP.Information@gn b.ca</a>	<a href="http://www2.gnb.ca/content/gnb/en/services/driving_and_vehicles.html">http://www2.gnb.ca/content/gnb/en/services/driving_and_vehicles.html</a>
Newfoundland & Labrador	Motor Registration Division Department of Government Services PO Box 8710 St. John's NF A1B 4J5	(709) 729-4834	<a href="http://www.gs.gov.nl.ca/drivers.html">http://www.gs.gov.nl.ca/drivers.html</a>

Province	Mailing Address	Phone Number	Internet Site
North West Territories	Government of NWT Department of Transport 5003 – 49th Street, Yellowknife NWT X1A 2L9	(867) 873-7487 Fax: (867) 669-9094	<a href="http://www.dot.gov.nt.ca/live/pages/wpPages/issuingoffices.aspx">http://www.dot.gov.nt.ca/live/pages/wpPages/issuingoffices.aspx</a>
Nova Scotia	Nova Scotia Registry of Motor Vehicles 300 Horseshoe Lake drive Bayers Lake Business Park Halifax, NS B3S 0B7	(902) 424-5851 Toll Free in NA: (800) 898-7668	<a href="http://www.gov.ns.ca/snsnr/access/drivers.asp">http://www.gov.ns.ca/snsnr/access/drivers.asp</a>
Nunavut	Motor Vehicles Division Department of Economic Development & Transportation Box 1000 Station 1575 Iqaluit, NU X0A 0H0	Toll Free: (867) 975-7800	<a href="http://www.gov.nu.ca/programs-services/vehicle-registration">http://www.gov.nu.ca/programs-services/vehicle-registration</a>
Ontario	Ministry of Transportation Licensing Admin. Office 77 Wellesley Street West Ferguson Block, 3rd Floor Toronto, ON M7A 1Z8	(416) 235-2999 Toll Free: (800) 387-3445 Fax: (416) 235-4414	<a href="http://www.mto.gov.on.ca/english/dandy">http://www.mto.gov.on.ca/english/dandy</a>
Prince Edward Island	Prince Edward Island Depart. of Transportation & Public Works PO Box 2000 Charlottetown, PE C1A 7N8	(902) 368-5228 Fax: (902) 368-5236	<a href="http://www.gov.pe.ca/tir/index.php3?number=20138&amp;lang=E">http://www.gov.pe.ca/tir/index.php3?number=20138&amp;lang=E</a>
Quebec	Societe de l'Assurance Automobile de Quebec P.O. Box 19600, Terminus 333 blvd. Jean- Lesage Quebec, PQ G1K 8J6	Quebec, PQ: (418) 643-7620 Montreal, PQ: (514) 873-7620 Toll Free in PQ: 1 (800) 361-7620	<a href="http://www.saaq.gouv.qc.ca/en/index.php">http://www.saaq.gouv.qc.ca/en/index.php</a>
Saskatchewan	Saskatchewan Government Insurance (SGI), Licensing and Registration Services 2260 11th Avenue Regina, SK S4P 0J9	(306) 775-6900 Toll Free: (800) 667-9868	<a href="http://www.sgi.sk.ca/individuals/index.html">http://www.sgi.sk.ca/individuals/index.html</a>

Province	Mailing Address	Phone Number	Internet Site
Yukon	Gold Creek Building (Old Rogers Video Building) Unit A, 2251-2nd Avenue Whitehorse, Yukon Y1A 5W1	(867) 667-5315 Fax: (867) 393-6220 Toll Free: (800) 661-0408 ext. 5315	<a href="http://www.hpw.gov.yk.ca/mv/mvdrlic.html">http://www.hpw.gov.yk.ca/mv/mvdrlic.html</a>
Transport Canada	Transport Canada Tower C, Place de Ville 330 Sparks St Ottawa, ON K1A 0N5	(613) 990-2309 Toll Free: (866) 995-9737	<a href="http://www.tc.gc.ca/eng/road-menu.htm">http://www.tc.gc.ca/eng/road-menu.htm</a>

## HEALTH SERVICES

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

### GK MENTAL HEALTH TEAM

#### Mental Health Team

1. Capt Karen Robert - Formation Europe Mental Health Nurse  
Karen.Robert@Forces.gc.ca
2. Capt Martin Laferrière-Simard - Social Worker (Military Members)  
martin.laferrieresimard@forces.gc.ca
3. Myriam Chebat - Social Worker (Family members / dependents)  
chebat.myriam@cfmws.com or Myriam.Chebat@Forces.gc.ca
4. Capt Connie Grant - Community Health Nurse  
connie.grant@forces.gc.ca, Tel: +49 2451 717 305

Please contact both Capt Robert and Capt Laferrière-Simard at +49 2451 717 301

#### Immunizations

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](mailto:connie.grant@forces.gc.ca), Tel: +49 2451 717 305

### **Pharmacy Services**

Capt Adam Calabrese, [adam.calabrese@forces.gc.ca](mailto:adam.calabrese@forces.gc.ca), 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)

Email: [Valerie.Whynot@forces.gc.ca](mailto:Valerie.Whynot@forces.gc.ca) and [Carla.Prowse@forces.gc.ca](mailto:Carla.Prowse@forces.gc.ca)

The National Health Service of Spain has a wide network of hospitals and health centers located throughout the country. The healthcare system in Spain is considered to be very good. Spanish hospitals are modern and well-equipped and the doctors are excellent. Most hospitals in Spain have Accident and Emergency Departments.

The Madrid Health Center is a private medical unit created specifically to meet the healthcare needs of the expatriate community of Madrid. It is under the direction of Dr. Niko Mihic, Canadian trained and Board Certified Family Physician. At his clinic, you can have an appointment usually quite quickly and the receptionist and doctor both speak English. The Canadian military families have an agreement with Dr. Mihic and each family member can have a business card for his clinic. He can be reached at the following email address: [mihic@madridhealthcenter.com](mailto:mihic@madridhealthcenter.com) or tel: (34) 617 04 19 36.

The following list of English speaking dentists and doctors in Madrid has been provided by the Embassy and Consulates of Canada for the convenience of inquiries:

### **Physician's Info:**

#### **Dr. Niko Mihic (General Practitioner)**

Hospital San Chinarro

c/ Ona 10 28050 Madrid

Tel: 34 687 378 839 / 34 617 041 936 (emergencies) Email: [mihic@madridhealthcenter.com](mailto:mihic@madridhealthcenter.com) Dr. Mihic speaks English, French & Spanish

#### **Centro Medico Nunez de Balboa (General Practitioner & Medical Specialists including Dermatology, ENT, Endocrinology, Urology, Gynaecology and Immunology)**

c/ Nunez de Balboa, 48, 28006 Madrid

Tel: 34 914 449 867/ 34 628 986 408 \*English speaking staff

**Dr. Luis de Rivera (Psychology, Psychiatry)**

Avda de Filipinas, 52 28003 Madrid

Tel: 34 915 342 941 / 34 910 735 625 Email: [info@psicoter.es](mailto:info@psicoter.es) \*English/French

**Dentists**

**Dr. Nicola Clare Vilaplana-Wells**

Clinica Souki c/ Guzman el Bueno, 15

28015 Madrid

Tel: 34 625 238 285 \*Speaks English

**Dr. Ulf Thams**

c/ Capitan Haya, 23, 2-5 28020 Madrid

Tel: 34 915 550 870 / 34 915 979 588 \*Speaks English

**Pharmacies:**

Medications of any kind can be purchased from the local pharmacies (farmacia) in Madrid and surrounding areas. There are plenty of pharmacies all over Madrid and are marked with a green cross on their sign (often flashing if open). There are pharmacies that are open late and even 24 hours a day which are called “farmacias de guardia”. Hours are often posted on the flashing green sign.

**Social Services**

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

**Social Worker**

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

[myriam.chebat@forces.gc.ca](mailto:myriam.chebat@forces.gc.ca)

+49 (0) 2451 717 206

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

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

+49 (0) 2451 717 309

## Padre

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

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

## CAF Member Assistance Program

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

## Family Information Line

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

## Local Resources

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

### A. A. Meetings

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

## **Great West Life / Allianz**

### **Dental Claims**

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

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

Be sure to keep copies of your receipts!

### **Medical Claims**

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

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

Be sure to keep copies of your receipts!

## **EDUCATION**

### **Children's Education**

#### **Overview of the Spanish Educations System:**

The education system in Spain is divided into the following levels: nursery education, primary education, compulsory secondary education, baccalaureate, vocational training and university education.

**Nursery Education:** 0 to 6 years, organized in two stages of three years each. These are voluntary, however, the second stage for children (age 3 -6) is very popular.

**Primary Education:** From 6 to 12 years of age, compulsory and free of charge in public and subsidized schools.

**Compulsory Secondary Education (CSO):** 12 to 16 years, in Secondary Educational Institutes. Successful pupils leave school with a secondary education school certificate. After obtaining the

compulsory secondary education school certificate, the student may opt to continue with vocational training studies, mid-level or continue studying for a bachelor's degree.

### **Children's Education Management:**

Children's Education Management (CEM) manages the education allowances and oversees the schools for the Department of National Defence personnel to ensure that their dependent children obtain the same quality of education regardless of the province or country they may be posted to. Here is information about schools available in Madrid:

**American School of Madrid** – <http://www.asmadrid.org/>

**International School of Madrid** – <http://www.internationalschoolofmadrid.com/>

**British Council School of Madrid** – <https://www.britishcouncilschool.es/en>

**International College Spain** – <http://www.nordangliaeducation.com/our-schools/madrid>

**King's College School** – <http://www.kingscollegeschools.org/>

**Lycée français de Madrid** - <http://lfmadrid.net>

For more information regarding education, please contact :

**Children's Education Management Officer at +49 2451 717 164.**

**Education Allowance Coordinator at +49 2451 717 212**

### **Spousal Employment Assistance & Education**

An OUTCAN posting is an ideal time for spouses to continue their education whether through part-time or full time studies working towards a degree or certificate, professional development or taking a special interest course for fun.

### **Job Postings:**

Europe: You will find a list of civilian employment opportunities at the Forces Europe website:

<http://www.europe.forces.gc.ca/sites/internet-eng.aspx?page=8054>

Canada: If you are searching for a new full-time or part-time job in the private or public sector, or if you are returning to work after raising your family, Service Canada can help. There are a number of tools available to help you search job listings, create a resume, choose a career and assess your skills.

\* 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.

### **Resume Review:**

If you will be looking for employment while you are posted to Europe, or when you return to Canada, a review of your resume is in order. Did you know that resumes are scanned for only 10-30 seconds before they are rejected or set aside for further consideration? It can be a challenge to describe yourself and the positions you have held in a way that will catch the reviewer's attention quickly. Your space is limited so you need to make every word count. Interviewing for a job is also one of the most stressful things you can do. It is difficult to put yourself out there and face the possibility of rejection. Most of us don't interview frequently enough to become very skilled at it, but here is an opportunity to practice in a safe and stress free environment. For help creating a strong resume that will increase your chances of getting that all important interview, contact our MFSE Education, Employment and Training Programs Coordinator Caroline Couture at: [couture.caroline@cfmws.com](mailto:couture.caroline@cfmws.com)

## **SHOPPING**

Madrid is a very interesting city and has no shortage of shopping. There is a mix of International brands with local shops and many are open very late. Department stores, hypermarkets and many supermarkets are open continually from approximately 09:30 – 22:00h Monday to Saturday. Department stores and hypermarkets are often open Sunday from approximately 11:00 – 20:00h. Shopping centres are often open the same as well.

### **El Corte Ingles/HIPERCOR:**

One of Spain's biggest department store chains is El Corte Ingles and they are located all over the city and surrounding areas. You can find nearly everything imaginable in one of these stores. It really helps with one stop shopping but it can come at a bit higher of a cost. This is considered a high end department store but they do offer a wide range of prices of brands for people to choose from. They have everything from electronics, clothes, hair salons to groceries (HIPERCOR). It can be one of the more expensive places to do your groceries but carries a large selection of International foods, gourmet foods, fish and meat.

### **Al Campo:**

You will likely find everything you need on your grocery list at Al Campo. They also carry a variety of household goods including small appliances and things like towels and bedding. The Al Campo stores often have an International Food section with a good selection of fish and meat. It tends to be a bit less expensive than HIPERCOR. You can find Al Campo in most shopping centres or in the small towns surrounding Madrid.

### **Carrefour:**

This is pretty similar to HIPERCOR and Al Campo but again the prices tend to be just a bit cheaper than HIPERCOR and a bit more than Al Campo.

### **Shopping Malls**

Like any modern metropolis, Madrid has several shopping centers in and around the city. We have included a few of the most popular but there are many not listed.

**Plaza Norte 2:** - This shopping center is one of the largest shopping malls in Madrid. The enchanting interior has the feel of an 18<sup>th</sup> century palace with the exterior of the building being just as spectacular. This shopping mall is situated in the Parque Comercial Megapark and is a shopping area with a variety of firms and leading corporations. Department stores such as IKEA, Leroy Merlin, Carrefour, Media Markt, PC City, Vision Lab, Norauto etc can all be found here. Address: Parque comercial MegaPark, Nacional N-1, Salida 19, San Sebastian de Los Reyes, Madrid. Website: <http://www.plazanorte2.com>

**Madrid Xanadu:** A bit to the south from the city center we have the biggest, most comprehensive and most impressive shopping mall of Madrid. There are lots of shops, cinemas, restaurants, a bowling alley, karting and even skiing and snowboarding. This mall has a fake mountain with artificial snow that is kept at -2 degrees C all year. Address: Autovia A-5, salidas 22 y 23, Arroyomolinos, 28939 Madrid  
Website: <http://www.madridxanadu.com>

## Women's Clothing Sizes

US	6	8	10	12	14	16	18	20
UK	8	10	12	14	16	18	20	22
Europe	34	36	38	40	42	44	46	48

## Women's Shoe Sizes

US	5 ½	6	6½	7	7½	8	8½	9	9½	10
UK	3½	4	4½	5	5½	6	6½	7	7½	8
Europe	37½	38	38½	39	39½	40	40½	41	41½	42

## Men's Clothing Sizes

US & UK	36	38	40	42	44
Europe	46	48	50	52	54
Metric (cm)	91	97	102	107	112

## Men's Shoe Sizes

US	8	8½	9	9½	10	10½	etc.
UK	7½	8	8½	9	9½	10	etc.
Europe	40-41	42	43	44	45	46	etc.

## Men's Sweater Sizes

US	Small	Medium	Large	Extra Large
UK	34	36-38	40	42-44
Europe	44	46-48	50	52-54

# AROUND THE HOUSE

## Prepaid Cellulars:

This option would be the most simple and straightforward, but unfortunately, also possibly the most expensive. If you use a cellphone regularly this may not be the best option. You will not need a NIE or Spanish Bank account since you will be paying as you go and will have no contractual restraints, however, you will need to show basic ID and your NIF (Numero de Identification fiscale). The NIF will be provided to you by your Orderly Room at the Torrejon Military Base. The prices vary from one company to another for prepaid cellphones. The

following companies offer these services: Orange, Vodafone and Movistar. There are other ones scattered around the city that you can also go into and inquire.

### **Pets:**

Currently all pets must have a valid anti-rabies vaccination taken at least 21 days before they arrive in Spain. Pets should enter Spain directly or transit through another EU Member country. There are forms that need to be completed by the owner and the veterinarian. A helpful place to contact is the Canadian Food Inspection Agency as they have vets on staff that know exactly what needs done. The vaccinations for your animals in Spain differs from Canada but they can be received even if not mandatory in Spain. However, please note that Spain does give rabies vaccinations more often than Canada and you are expected to produce valid proof upon request if asked.

### **Veterinarians:**

As many Canadians live outside the city of Madrid we have used Veterinarian and Dog Kennels outside the city. We have had two families use the following vet in Loeches (Madrid) and both dogs have had excellent care. The vet office does not take appointments so it is best to get there early. The hours are Monday – Friday 1100 – 1400h and 1800 – 2030h. There are also a couple of staff members that speak English at this office.

Vet in Loeches (Madrid):

Clinica Veterinaria Loeches

Virgen de las Angustias, 11

28890 Loeches (Madrid)

Email: [vloeches.ana@gmail.com](mailto:vloeches.ana@gmail.com)

Tel: 91 885 13 57 (This office has an English member on staff)

In Meco (Madrid):

Clinica Veterinaria Meco (Also a groomer)

Paseo Sol, 2 – BL8, 28880

Meco, Spain

Tel: 91 886 05 15

Vet

S/N Carr. De la Estacion

Meco (Madrid) Spain 28880

Tel: 91 887 64 12 \*This office has an English member on staff

## **Dog Kennels**

Chuchilandia Residencia Canina

Camino de Quintana s/n

28850 Torrejon de Ardoz

Madrid, Spain

Tel: 34 666 483 112 / Email: [info@chuchilandiaresidenciacanina.es](mailto:info@chuchilandiaresidenciacanina.es)

\*This kennel is located close to Base Torrejon and has been used by Canadians in the past as well as British members. The owner's speak limited English but some.

Centro Canino Albores

M-116km, 7 c C.P.

Meco (Madrid) 28880

Tel: (34) 639 301 342

<http://www.centrocaninoalbores.com>

Price daily was last quoted at 11 euros per day

## **Garbage Collection:**

Garbage collection depends on where you live. If you live inside the city of Madrid, you will often put out your own garbage for collection at your door. However, if you are living in an outside community of Madrid you will likely take your garbage and recyclables to community garbage cans. These are found at the of streets all over town and you can take garbage, plastics, glass, used clothing and cardboard to these cans for weekly collection.

## **Appliances:**

You will find that your appliances around your house are often smaller than what you are accustomed to in Canada. Also many of your cooking pans may not fit inside the ovens here. The washer and dryer are often much smaller and are often in the kitchen area. This can pose problems for washing typical Canadian bedding. Please take a peek at the appliances of the house you choose to prepare. It may help in the long run and prevent you from bringing things that won't be suitable for here.

## **Temperature Conversion:**

All temperatures in Spain are in Celcius as opposed to Farenheit. You will be provided with a temperature conversion chart in your Welcome Package and the internet is always handy for conversions.

## **CULTURAL TRADITIONS & NUANCES**

Living in a new country often brings new cultural experiences and some will likely be completely foreign and perhaps even different than your beliefs. Spain is no different than a lot of countries and does have certain things that are very important to the local people.

### **Bullfighting**

Bullfights are a tradition in Madrid that is still very much alive. These are held in Madrid and most surrounding communities. Madrid has a very impressive bullring and the surrounding communities have either a permanent one or one that is assembled for just a couple of weeks per year. In addition to the bullfights there are often events called “Running with the bulls”. This involves bulls and often cows running through the streets of a community (not the city of Madrid itself) and people running ahead of them. They usually finish at the bullring in the particular town you are visiting and will either finish for the evening or a bullfight will take place. \*Please note that the city of Madrid itself has a large bullring but there is no “Running with the bulls”.

### **Flamenco**

In Madrid—and throughout Spain—this fiery form of dance is one of the oldest, richest and most artistic traditions. Tourists will regularly encounter couples acting out this lasting symbol of Madrid in party-all-night bars, nightclubs and tablaos, the Spanish term used for Flamenco venues throughout the country.

## **ENTERTAINMENT & LEISURE**

### **Sports:**

Madrileños like their sports and activities. Madrid has a growing variety of fitness centers and sports clubs for people to join. It also has a lot of golf courses and Padel courts as well. Padel is similar to squash or tennis and is played with a ball and racket and is one of the most popular sports in Spain. There are indoor and outdoor courts all over the city and surrounding communities. Spaniards, like most Europeans, are fans of soccer, and Madrid has two huge soccer stadiums where two very famous teams play. Madrid is home to Real Madrid and Atletico de Madrid. Real Madrid is actually the most valuable sports team in the world and

seeing a game is a “must do” while here. The city also has a large horse racing track and several large public swimming pools. In the winter, madrileños can ski in the nearby mountain ranges, the Sierra de Guadarrama and the Sierra de Gredos. Running and biking are also very popular in Madrid with many parks to do it in if you are looking for something more scenic than the main roads.

### **Campo de Golf B.A. Torrejon**

This is the golf course that is on Base Torrejon and is where most active and retired military members play golf. The price is reasonable and it is easy access for active military members and their families (including the Canadians living in Madrid). It is a 18 hole Par 72 course.

### **Parks:**

**Buen Retiro Park:** The Buen Retiro Park is a large and popular park spanning over 350 acres at the edge of the city center, very close to the Puerta de Alcalá and not far from the famous Prado Museum. A magnificent park, filled with beautiful sculptures, monuments, a lake and a variety of events, it is one of Madrid’s premier attractions. The park is entirely surrounded by the present day city and can be visited several times and sometimes you still won’t see it along. It is a must see in Madrid.

### **Parque Juan Carlos I**

A good place for all kinds of outdoor sports or simply a walk. You can mountain bike, run, hike, kite or canoe.

### **Madrid Rio Park**

This dynamic new park was created by demolishing two highways on opposite sides of an all-but-hidden river, below ground to make space for a park that is 10km long. The impressive 10km park runs along the banks of the Manzanares River and offers a wide variety of sports and recreational facilities for the whole family.

### **Attractions and Tourism:**

Spain has long been a popular tourist destination. As one of the warmest countries in Europe, Spain boasts over 3,000 hours of sunshine a year, making it a popular holiday spot among sun-seekers. Add to this it’s varied landscape which incorporates dramatic mountain ranges, oceanic coastlines, arid countrysides, endless beaches and cosmopolitan cities, Spain has much to offer. For those living in Spain, the country is diverse enough to keep residents of any age entertained

with day trips, weekend breaks, local excursions or annual vacations.

The tourist offices are very helpful and often have English speaking staff. They can answer questions about attractions, directions and public transportation. If you want to know about fairs, markets, concerts and other events in your area, the tourist office is bound to have information, brochures and flyers. The main tourist office is located at: Plaza Mayor, 3 Madrid Tel: 915 881 636.

### **Madrid's Royal Palace**

The Palacio Real, or Royal Palace, is Madrid's largest building and possibly it's most beautiful. It is located next to the equally beautiful Plaza de Oriente Square.

### **Estadio Santiago Bernabéu**

This stadium is home to the Real Madrid football (soccer) team. It has a capacity of 85, 454 spectators and is home of the world's most famous and prestigious football players. You can visit the stadium or watch a game. It really is a must do! The Spanish name for Real Madrid is "Real Madrid Club de Fútbol"

<http://www.realmadrid.com/>

### **La Puerta del Sol**

This is Madrid's most famous and most central square. It is located just a short walk from Plaza Mayor and is a vibrant and lively part of the city full of bars, restaurants, shops and bakeries.

### **La Plaza Mayor**

The Plaza Mayor is Madrid's main square and is located right in the centre of the city. It has many tourists all year round, the Christmas Market during the holiday season and many shops and restaurants.

### **La Gran Via**

Gran Via, together with the Paseo de la Castellana, is Madrid's most famous street. It is mentioned in zarzuelas (Spanish operettas), books and often shown in movies. It is full of shopping, tapas bars and tourist shops. It also has many hotels and theatres.

### **The El Rastro Flea Market**

Madrid's largest open air flea market, "El Rastro", is held from 0900 to 1500 hrs in the historic centre of Madrid every Sunday and on public holidays. It attracts as many locals as it does tourists and offers a wide variety of products, both new and old. It also is surrounded by shops that include things like Taste of America and is close to some antique shopping in the city.

### **The Madrid Teleférico**

If you want to see Madrid from a bird's eye view, take the cable car that was originally built as part of the Parque de Atracciones amusement park. The journey starts on the Paseo del Pintor Rosales Street, near the Argüelles Metro station, and takes you to the River Manzanares and into the Casa de Campo Park.

### **La Latina Tapas**

The La Latina area is full of old-fashioned tapas bars that you imagine when you picture Spain. Take a stroll down Calle Cava Baja for a real tapas experience.

## **TRAVEL ADVICE & ADVISORIES**

### **Travel Advisory Canada**

<https://travel.gc.ca/destinations/spain>

### **Travel Advisory US**

<https://travel.state.gov/content/travel/en/traveladvisories/traveladvisories/spain-travel-advisory.html>

### **Travel Advisory UK**

<https://www.gov.uk/foreign-travel-advice/spain>

The vast majority of Canadians who visit Spain have a safe and rewarding experience. To make the most of your stay and prevent problems before they occur, we encourage you to take the following precautions:

Remain vigilant and ensure personal belongings, passports and other travel documents are secure at all times. Spain is one of the world's destinations with the highest number of stolen Canadian passports.

Carry a valid Canadian passport, whether you are travelling or living in Spain or 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.

Violent crime is rare. Petty crime (pickpocketing, purse snatching, GPS theft in cars) against tourists occurs, especially in larger cities and around tourist attractions. Thieves are especially active in crowded areas such as airports, public transportation facilities, roads, hotel lobbies, tourist attractions and crowded bars. Be extremely cautious with your belongings at all times and in all places.

In the event of a road related incident, be extremely cautious about accepting help from anyone other than a uniformed police officer or Civil Guard. Thieves have been known to fake or provoke a flat tire, and when a motorist stops to help, the thieves steal the motorist's car or belongings. The reverse scenario has also occurred, whereby a fake good Samaritan stops by to help a motorist in distress, only to steal the motorist's car or belongings. Theft from rental vehicles is high. Be vigilant in service areas on the highways along the coast and avoid leaving luggage and valuables in the vehicle and use secure parking facilities.

### **Spiked food and drinks**

Never leave food or drinks unattended or in the care of strangers. Be wary of accepting snacks, beverages, gum or cigarettes from new acquaintances, as they may contain drugs that could put you at risk.

### **Fraud**

Canadians have reported lottery scams whereby they are contacted via the Internet or fax and informed that they have won a substantial prize in the Spanish lottery (El Gordo), when in fact they have never participated in the lottery. They are asked to deposit an amount of money in a bank account to pay taxes and other fees before collecting the prize or coming to Spain to close the transaction.

There have also been reports of a scam whereby a person is informed that he or she is the recipient of a large inheritance, and that funds must be deposited into a Spanish bank account so the inheritance can be processed.

In another common scam, some Canadians have received a bogus email purportedly sent from an individual well known to them and claiming that he or she is in trouble and needs funds.

### **General Safety Measures**

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.

## 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.***

# TRANSLATIONS

## Basic Words, Phrases and Questions

English	Spanish
Yes (formal)	Si
Yes (informal)	Si
No (formal)	No
No (informal)	No
Hello	Hola
Good Bye	Adiós
Hi	Hola
Bye	Chao
Please	Por favor
Thank You	Gracias
Excuse Me	Perdón
My name is...	Me llamo...
What's your name?	Cómo te llamas
Do you speak English?	Hablas inglés
I don't speak spanish	No hablo español
How are you?	Cómo estás
Would you help me please?	Me ayudarías por favor?
What time is it?	Qué hora es?
How much does...cost?	Cuánto cuesta?
Where do I find...?	Dónde puedo
Where are the bathrooms?	Dónde está el baño?
Do you have...?	Tienes...?
Where is...?	Dónde...? / Adónde...?
Could you please talk more slowly?	Puedes hablar más despacio, por favor?
Could you repeat that, please?	Puedes repetir eso, por favor?

## Phrases for Emergencies

English	Spanish
Help!	Socorro! / Auxilio!
Police!	La policia
Fire!	El fuego
Get a doctor!	
I am sick.	Estoy enfermo

## Numbers

English	Spanish	English	Spanish
one	uno	eleven	once
two	dos	twelve	doce
three	tres	thirteen	trece
four	cuatro	fourteen	catorce
five	cinco	fifteen	quince
six	seis	sixteen	dieciséis
seven	siete	seventeen	diecisiete
eight	ocho	eighteen	dieciocho
nine	nueve	nineteen	diecinueve
ten	diez	twenty	veinte

## Ordering in a Restaurant

English	Spanish
The menu, please.	El menu por favor
Do you have a menu in English?	Tiene el menu en inglés?
I'd like....	Quiero...
Could you recommend something?	Podría recomendar algo?
Another (beer) please.	Otra (cerveza), por favor
The check, please.	La cuenta, por favor
A receipt, please.	Un recibo, por favor
Breakfast	El Deesayuno
Lunch	La Comida
Dinner	La Cena

## House Hunting

English	Spanish
House	La Casa
Apartment	El Apartamento
Rooms	La Piezas
Bedrooms	El Cuarto
Living Room	El Salón / La sala de estar
Kitchen	La cocina
Dining Room	El Comedor
Rent	Alquilar
Utilities	
Parking	El Estacionamiento

<b>English</b>	<b>Spanish</b>	<b>English</b>	<b>Spanish</b>
Basil	Albahaca	French Fries	Patatas
Bay Leaf	Laurel	Fruit	Fruta
Bouillon	Caldo	Grapes	Uvas
Cardamom	Cardamomo	Pork	Cerdo
Cayenne Pepper	Pimienta de cayena	Ground Chicken	Pollo Picada
Celery Salt	Sal de Apio	Ground Beef	Ternera Picada
Celery Seed	Semilla de Apio	Hamburger	Hamburguesa
Chives	Cebollino	Lamb	Cordero
Cinnamon	Canela	Chicken	Pollo
Cloves	Clavos	Lemon	Limon
Coriander	Cilantro	Lime	Lima
Cream of Tartar	Cremor tártaro	Meat	Carne
Cumin	Comino	Mushrooms	Champiñones
Curry	Curry	Nuts	Nueces
Dill	Eneldo	Orange	Naranja
Garlic	Ajo	Peach	Melocotón
Ginger	Jengibre	Pear	Pera
Horseradish	Rábano picante	Fish	Pescado
Marjoram	Mejorana	Salmon	Salmón
Mint	Menta	Trout	Trucha
Mustard	Mostaza	Tuna	Atún
Nutmeg	Nuez Moscada	Hardware Store	Ferretería
Onion	Cebolla	Florist	Florista
Oregano	Orégano	Book Store	Librería
Paprika	Paprika	Salon/Hairdresser	Peluquero/Peluqueria
Parsley	Perejil	Garden Store	Jardineria
Pepper	Pimienta	Shopping Centre	Centro Commercial
Peppermint	Menta		
Poppy Seed	Semilla de Amapola		
Rosemary	Romero		
Sesame Seed	Semilla de sésamo		
Spearmint	Menta Verde		
Tarragon	Estragón		
Thyme	Tomillo		
Vanilla	Vainilla		
Vinegar	Vinaigre		