# TABLE OF CONTENTS

Greetings from the MFSE Riga & Remote Team............................................. 3  
European Advisory Committee........................................................................ 5  
Overview of Stockholm................................................................................. 7  
Emergency Information.................................................................................. 8  
Canadian Community in Stockholm............................................................. 9  
Base Details .................................................................................................... 9  
Language ....................................................................................................... 10  
Banking Information ..................................................................................... 10  
Postal Services ............................................................................................... 11  
On the Road ................................................................................................. 11  
Health Services ............................................................................................ 12  
Education & Employment ............................................................................ 13  
Around the House ....................................................................................... 15  
Cultural Traditions & Nuances ................................................................... 17  
Entertainment & Leisure ............................................................................. 18  
Travel Advice & Advisories ......................................................................... 20  
In Closing ....................................................................................................... 21  
Translations ................................................................................................. 22
GREETINGS FROM
Your MFS(E) Riga-Remote Team

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

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

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

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

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

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

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

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

If you have any questions about living in Europe or if you wish to know what your MFS(E) team can do to help you and your family, in all shapes and forms, please contact one of our staff members bellow, or e-mail us directly at: [MFSE.RigaRemote@cfmws.com](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.
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/UCbQXCBqcVYyLZhDj0a37h8Q](https://www.youtube.com/channel/UCbQXCBqcVYyLZhDj0a37h8Q)

**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 Stockholm, Sweden

Location: Stockholm, Sweden (capital of Sweden)

Population: 9.6 million (Stockholm: 2.1 million)

Form of Government: Constitutional monarchy, with parliamentary democracy

Language: Swedish (High proficiency in English)

Currency: Swedish Krona (1 CAD is approx. 6.82 SEK)

National Day: 6 June

Working hours: Standard work week is 40 hours, minimum paid vacation is 5 weeks

Calling code: +46

Time zone: GMT +1
Climate

Considering its geographic location, Sweden enjoys a mild climate. This is mainly due to the Gulf Stream, a warm ocean current that flows off Norway’s west coast. Sweden experiences stark contrasts between its long summer days and equally long winter nights. In the northern part of Sweden, the sun will stay up around the clock in the summer. Stockholm will experience only a few hours of darkness. Similarly, winter months are dark with day light lasting for about 6 hours a day.

Emergency Information

<table>
<thead>
<tr>
<th>Service</th>
<th>Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>Immediate assistance (risk to life, property, environment)</td>
<td>112</td>
</tr>
<tr>
<td>Police assistance in non-emergency related situations</td>
<td>114 14</td>
</tr>
<tr>
<td>Health care assistance and advice</td>
<td>117 7</td>
</tr>
<tr>
<td>Information line in case of accidents or crisis</td>
<td>113 13</td>
</tr>
</tbody>
</table>

Visit [www.sosalarm.se](http://www.sosalarm.se) (partly available in English, click on small globe icon “Välj språk” in the top right corner of the screen to select English).

Registration in Sweden

Anyone residing in Sweden must be registered with the Swedish Revenue Agency, “Skatteverket” in Swedish. Depending on your residency status, an actual or fictive personal number (personnummer) will be issued by the agency. A personal number is required in order to open a bank account in
Sweden. More information is available at Skatteverket (www.skatteverket.se). The NCGM will also be able to provide assistance in this matter.

**Canadian Community in Stockholm**

https://www.internations.org/stockholm-expats/canadians

---

**Base Details**

**Local Military Resources**

There is not an equivalent to Military Family Services or MFRC’s for the Swedish military. Most support services are organised for the general population at the municipal level. Check with your local municipality for activities/programs in your neighbourhood, including infant/child/youth activities. There are also several active expat networks in Stockholm with Canadian members that organise social activities. Examples include: http://everythingsweden.com/ and https://www.facebook.com/expatsworldstockholm/.

---

**Language**

MFS(E) enables host country language training for Canadian Armed Forces (CAF) dependents living in Europe. Language training may be accessed either by acquiring a **Rosetta Stone license** from MFS(E) for on-line training at no cost to dependents or by participating in **local language classes**. In the case of **classroom language training** provided in the community, MFS(E) will reimburse dependents up to 100€ for the course. Because the intent is integration, MFS(E) will reimburse for beginner and/or 2nd level training only.

The municipality offers basic Swedish language (SFI) training at no cost to all foreign national residents. Contact your local municipal office for information and registration. There are also free online courses available through the Swedish Institute. For more information: https://learningswedish.se/courses/1
### Banking Information

**Major Banks:**

<table>
<thead>
<tr>
<th>Bank</th>
<th>Website</th>
</tr>
</thead>
<tbody>
<tr>
<td>Nordea</td>
<td><a href="http://www.nordea.se">www.nordea.se</a></td>
</tr>
<tr>
<td>Swedbank</td>
<td><a href="http://www.swedbank.se">www.swedbank.se</a> <em>Online banking available in English</em></td>
</tr>
<tr>
<td>Skandinaviska Enskilda Banken</td>
<td><a href="http://www.seb.se">www.seb.se</a></td>
</tr>
<tr>
<td>Handelsbanken</td>
<td><a href="http://www.handelsbanken.se">www.handelsbanken.se</a></td>
</tr>
</tbody>
</table>

To open a bank account, you need to have an **ID card** and a Swedish “personnummer” (personal number, similar to our SIN). This is issued by the **Swedish Revenue Agency** – **Skatteverket**.

**Method of payment**
Debit and credit cards are widely accepted and often preferred. Tickets for public transportation in Stockholm must be pre-purchased. It is not possible to purchase tickets with cash on the bus, metro or tram.
Postal Services

Postal Service Points for the general public can be found at grocery shops and petrol stations. Postal Service Centres for business clients are based in shops that are part of the Svensk Kassaservice chain.

The logo of the Swedish postal service is a small yellow trumpet in a blue circle. Stamps can also be bought at the Pressbyrån kiosks and in tabacco shops. Don't be surprised if stamps don't have their value written on them, in Sweden stamps are normally valid for 20 grams of weight.

Most post offices are closed on Sundays and close at 1pm on Saturdays.

The Swedish postal service is very reliable but there is increasing competition from private companies, the main competitor being the Norwegian firm CityMail: http://www.citymail.se/In-English

RESOURCE:

On the Road

Countries in Scandinavia have very similar laws and regulations to those in Canada, but some differences stand out:

- Regardless of whether it is sunny or not, headlights must be on, and other drivers may flash their headlights to let you know you need to put your headlights on
- Maintain consciousness that cyclists and bike lanes are frequent sights in Scandinavia. Cyclists have the right of way when traveling in designated bike lanes
- As with Canada, you drive on the right, overtake and pass on the left. However, there are some circumstances when you can pass on the right:
- Trams may be overtaken on the right if the position of the rails so permits. Where there is no refuge at a tram stop, a driver of a vehicle behind the tram must stop to allow passengers to board and alight from the tram. There are currently only three cities with trams: Stockholm, Göteborg and Norrköping

- When driving on a road with two or more lanes in the same direction and where the maximum permitted speed is 70 km/h or below
  
  - The use of the horn is permitted only when an audible warning is required to prevent an accident; it should otherwise be avoided
  
  - If the vehicle is equipped with seat belts, it is compulsory to use them. This applies to both front and rear seats of the vehicle.
  
  - It is not allowed to transport more passengers than what is stated in the vehicle’s registration document.
  
  - A foreign driving licence does not entitle the holder to drive a car in Sweden until the age of 18yrs old.
  
  - A visitor less than 16yrs of age may ride a motorcycle in Sweden if his national driving licence allows him to do so.

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

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

Winter Driving

From 1 December to 31 March all vehicles (also trailers and vehicles > 3,5 t total weight) must use winter tires marked M+S (with or without spikes) when there are winter road conditions - that is, the road is covered with ice or snow, or the road is wet and the temperature is around or below 0ºC. This applies also to vehicles registered abroad.

It is permitted to fit and use snow chains on any kind of vehicle in Sweden if the weather or road conditions so require. It is compulsory for drivers to have some antifreeze in the vehicle windscreen fluid and a shovel to clear the snow. It is recommended to have also a tow rope, some jump leads and a reflective jacket.
Cell Phone Use and Regulation

The use of hand-held cellular phones while operating a vehicle is illegal. Radar detectors are also illegal.

Drinking and Driving Regulations

The maximum level of alcohol in the blood permitted for the driver of a motor vehicle is 0.02%.
If the level of alcohol in the blood exceeds 0.02% a fine will be imposed. With a level between 0.02 & 0.1%, a driver risks a heavy fine and a prison sentence up to 6 months. In all cases, foreign driving licences will be stamped with ‘Not valid in Sweden’ for a period depending on the severity of the case. A level of alcohol exceeding 0.1% is considered as severe drunk-driving and a jail sentence of up to 2 years may be expected.

Random tests are carried out and drivers must always submit to a test at the request of the police, even if there are no grounds for suspicion. The most common method of testing is by means of breathalyser. If the breathalyser test indicates levels of alcohol exceeding 0.02%, additional blood and/or urine tests will be performed at the nearest police station.

Speed Zones

There are speed limits on all roads. They are no longer based on the category of road, but on the quality and safety of the actual road itself. Speed limits may consequently vary along the same road. Road signs on both sides indicate when the speed limit will change. Reminding road signs will appear at frequent intervals. Typical speeds for motorcycles, private car or campervan (<3.5t) are as follows:

• Built-up areas: 30, 40, 50, 60 or 70km/h.
• Outside built-up areas, including expressways: 70, 80, 90 or 100km/h.
• (if in doubt, or if no speed limits are indicated, drivers are advised to keep to 70km/h until a speed limit sign turns up).
• Motorways: 90, 100, 110 or 120km/h.
Traffic/Detour Signs

Road signs use standard international symbols and sometimes include Swedish phrases. It is helpful to familiarize yourself with those phrases before arriving in Sweden.

- **Entrance**: Infart
- **Exit**: Utfart
- **Highway exit**: Avfart
- **Highway entrance**: Påfart
- **Speed**: Fart
- **Reduce speed**: Sänk farten
- **Speed bumps**: Farthinder
- **Mind the speed limits**: Tänk på hastigheten
- **Road construction area**: Vägarbetsområde
- **End of wild animal fence**: Viltstängsel upphör
- **Unpaved road**: Grusväg
- **Private road**: Enskild väg / Privat väg
- **No thoroughfare**: Ej genomfart
- **Road closed**: Vägen avstängd
- **Closed**: Stängd / Stängt

What To Do in the Event of an Accident

You can reach the police, local fire department, and an ambulance by calling 112 nationwide in Sweden. Remain at the scene of the accident until you have given the emergency response team all the information they ask for. If your car stalls on a road where the speed limit is over 50 kph, you must put out a warning triangle—place the warning triangle 50 to 100 meters behind the car. Get the licence number, name and insurance company of the other driver. Try to take photographs if you can. Also attempt to get the names and addresses of any witnesses. Then contact us and / or your insurance company.

Required Documents to be Kept in your Vehicle

When driving in Sweden the following documents should be carried:

- Full, valid driving licence*.
- Proof of insurance/green card (third party or above).
- Proof of ID (passport) – **certified true copy of passport is always best**.
- Proof of ownership (V5C certificate).
Parking

Parking regulations follow Article 23 of the 1968 Convention on Road Traffic. Where the Convention sign C.18 (a circular sign with a blue background) indicates that parking is prohibited, stopping is allowed, e.g. to load or unload goods. A circular sign with a red St. Andrew’s cross on a blue background surrounded by a red border (signal C.19 of the 1968 Convention on Road Signs and Signals) prohibits stopping and parking.

Parking and stopping are allowed in the direction of the traffic flow only. On one-way roads both sides may be used.

Parking fines range from 400 to 1000 SEK. Police and local authority attendants are responsible for enforcing regulations on streets and public roads. A payment request is attached to the windscreen. The owner of the vehicle is responsible for ensuring that the fine is paid within the stipulated time. A motorist wishing to contest the fine must contact the local police authority immediately.

Booster Seat Regulations

Children shorter than 135cm must be seated in a child restraint or a child seat. If the child is taller than 135cm the driver must ensure that the child uses a normal seat belt. Children shorter than 140 cm are allowed in the front seat only if the passenger-seat airbag is turned off.

Animals on the Road

Animals of diverse sizes may be seen on Swedish roads at any time and even in the more urban areas, as fences don't always work. Badgers and foxes are often hit by cars and will do little damage to vehicles. But if you hit a wild boar, deer, or a moose at high speed—a moose weighs around 700 kilograms, or about 1,543 pounds—there may be a major impact to everyone in the car and the car itself.

To avoid this risk, be extra attentive at sunrise and sunset, and at bridges across streams and lakes where animals look for water to drink. Also pay more attention than usual during springtime (when moose give birth), moose hunting season in autumn, and where forests meet the road in Sweden. If you hit an animal accidentally, while that in itself is not a crime, according to the law you must report it by calling the Emergency Number 112 and claiming viltolycka (wild animal accident).
Buying or Selling Your Vehicle

If you are planning on buying a car in Sweden keep in mind that it can be very difficult to meet Canadian standards. Do your research as you may not be able to bring it back to Canada. For more information visit https://www.tc.gc.ca/en/services/road/importing-vehicle/countries-other-united-states.html

For information regarding the process of changing ownership for a vehicle in Sweden, please refer to the following link: https://www.transportstyrelsen.se/en/road/Vehicles/Change-of-ownership1/

Speeding Penalties

The police are authorised to impose and collect on-the-spot fines for minor traffic offences. Fines are generally paid at a bank, normally within 2-3 weeks. Non-residents may be asked to pay cash to the policeman (if so, a receipt will be issued. Credit cards are not accepted).

Toll Information:

Drivers typically won't have to pay tolls for roads in Sweden; however Swedish cars and those registered in other countries will have to pay tolls any time of day on the bridges across Sundsvallsfjärden and Motalaviken.

Maintenance of Vehicles

Repairs in Norway can be expensive, particularly if you have an unusual make of car. It is a good idea to bring spare parts with you.
To complete the process of registering a vehicle for new cars bought in Sweden, you will not need to complete a roadworthiness test. The first test must take place within three years from the date of its first registration. After this, a roadworthiness test must be completed two years later, when the car is five years old. From this point, a roadworthiness test must be completed on a yearly basis.
Once roadworthiness tests become necessary, you may have the vehicle assessed by an inspector accredited by the Swedish Board for Accreditation and Conformity Assessment.
In order to ensure your vehicle meets the standards of safety and functionality, the following areas are checked:

- All lights (headlights, brake, turn signals, reverse, hazard, fog lamps, license plate, etc.)
- Windows and mirrors (cracks, breaks, etc.)
- Windshield wipers
- Tire tread (min. of 1.6 mm)
- Seat belts
- Engine
- Brakes
- Presence of warning triangle

**ITEMS YOU SHOULD HAVE IN YOUR CAR**

While driving in Sweden you are required by law to carry the following items. Hefty on-the-spot fines can be issued for failing to carry specific items:

- Headlamp beam deflector: Depending on your car, you will either need deflector stickers or have to adjust the beam manually.
- Lights: It is compulsory for all motor vehicles to use dipped headlights during daytime, all year round and on all roads.
- Warning Triangle
- Motorcyclists: A safety helmet must be worn by the driver and passenger of a motorcycle or moped. This also applies to passengers in side-cars.
- Full, valid driving licence
- Proof of insurance/green card (third party or above)
- Proof of ID (passport) – **certified true copy of passport is always best.**
- Proof of ownership (V5C certificate)

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

- First aid kit (to include 2 pairs of disposable gloves).
- Warning triangle
- Reflective vests for any passengers who leave the vehicle; e.g. when stranded by the side of the road. One vest per seat is required
- A disposable camera or a small digital camera in your accident kit (optional)
• International Driver’s License

Information on Driver’s Licence in Canada and Renewal

<table>
<thead>
<tr>
<th>Province</th>
<th>Mailing Address</th>
<th>Phone Number</th>
<th>Internet Site</th>
</tr>
</thead>
<tbody>
<tr>
<td>Alberta</td>
<td>Alberta Transportation Main Floor- Twin Atria 4999-98 Ave Edmonton, AB T6B 2X3</td>
<td>(780) 310-0000 Outside AB: (780) 427-8230</td>
<td>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>Newfoundland &amp; Labrador</td>
<td>Motor Registration Division Department of Government Services PO Box 8710 St. John’s NF A1B 4J5</td>
<td>(709) 729-4834</td>
<td><a href="http://www.gs.gov.nl.ca/drivers.html">http://www.gs.gov.nl.ca/drivers.html</a></td>
</tr>
<tr>
<td>North West Territories</td>
<td>Government of NWT Department of Transport 5003 – 49th Street, Yellowknife NWT X1A 2L9</td>
<td>(867) 873-7487 Fax: (867) 669-9094</td>
<td><a href="http://www.dot.gov.nt.ca/_live/pages/wpPages/issuingoffices.aspx">http://www.dot.gov.nt.ca/_live/pages/wpPages/issuingoffices.aspx</a></td>
</tr>
<tr>
<td>Province</td>
<td>Mailing Address</td>
<td>Phone Number</td>
<td>Internet Site</td>
</tr>
<tr>
<td>---------------</td>
<td>--------------------------------------------------------------------------------</td>
<td>----------------------------------</td>
<td>------------------------------------------------------------------------------</td>
</tr>
<tr>
<td>Nunavut</td>
<td>Motor Vehicles Division Department of Economic Development &amp; Transportation Box 1000 Station 1575 Iqaluit, NU X0A 0H0</td>
<td>Toll Free: (867) 975-7800</td>
<td><a href="http://www.gov.nu.ca/programs-services/vehicle-registration">http://www.gov.nu.ca/programs-services/vehicle-registration</a></td>
</tr>
<tr>
<td>Province</td>
<td>Mailing Address</td>
<td>Phone Number</td>
<td>Internet Site</td>
</tr>
<tr>
<td>-------------------</td>
<td>---------------------------------------------------------------------------------</td>
<td>------------------------------------------------------------------------------</td>
<td>---------------------------------------------------</td>
</tr>
</tbody>
</table>
| Quebec            | Societe de l’Assurance Automobile de Quebec  
| Saskatchewan      | Saskatchewan Government Insurance (SGI), Licensing and Registration Services  
2260 11th Avenue Regina, SK S4P 0J9                                          | (306) 775-6900 Toll Free: (800) 667-9868                                      | [http://www.sgi.sk.ca/individuals/index.html](http://www.sgi.sk.ca/individuals/index.html) |
| 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       | [http://www.hpw.gov.yk.ca/mv/mvdrlic.html](http://www.hpw.gov.yk.ca/mv/mvdrlic.html) |
| Transport Canada  | Transport Canada Tower C, Place de Ville  
330 Sparks St Ottawa, ON K1A 0N5                                          | (613) 990-2309 Toll Free: (866) 995-9737                                      | [http://www.tc.gc.ca/eng/road-menu.htm](http://www.tc.gc.ca/eng/road-menu.htm) |
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
Facebook page: https://www.facebook.com/GKMedicalClinic/?ref=br_rs

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, Tel: +49 2451 717 308

Pharmacy Services
You are not limited to a certain doctor’s practice or specific hospital. This also applies to private hospitals and practices. Many of them offer specialized treatment in addition to basic medical care.

There are about 14 hospitals and countless doctors’ practices in the greater Stockholm area. Suggested hospitals include:

- Aleris AB (https://www.aleris.no/om/om-aleris/in-english/)
- Danderyds Hospital (http://www.ds.se/)
- Folktandvarden Stockholm AB (https://www.folktandvardenstockholm.se/)
- Karolinska University Hospital (http://www.karolinska.se/en)
- Kirurgkliniken Stockholm AB (http://kirurgkliniken.se/)
- St. Erik’s Eye Hospital (http://www.sankterik.se/en/home/)
- St. Görans Hospital (https://capiostgoran.se/english/)
- Stockholm South General Hospital - Sodersjukhuset (http://www.sodersjukhuset.se/Functions/InEnglish/)

The country of Sweden is divided into four different healthcare regions. Stockholm belongs to the Gotland region.

For hospital stays, you usually have to pay 80 SEK in fees per day. Fees for primary care amount to between 100 and 200 SEK while specialist care will cost you up to 350 SEK.

Individual medical costs are capped at an annual limit of between 900 and 1,100 SEK. Once you have paid a total of between 900 and 1,100 SEK for your medical treatments during one year, all health consultations in the upcoming 12 months will be free of charge. You should, however, make sure to consult your health insurance provider beforehand as this rule may not always apply. There is a similar cap for prescription medication.

ADDITIONAL INFORMATION:
http://www.nhs.uk/NHSEngland/Healthcareabroad/countryguide/Pages/healthcareinSweden.aspx
### Education & Employment

#### Education and schooling:

<table>
<thead>
<tr>
<th>School</th>
<th>Details</th>
</tr>
</thead>
</table>
| Stockholm International School              | • Pre-K to Grade 12  
|                                             | • Located downtown (Norrmalm).  
| [http://sis.intsch.se/](http://sis.intsch.se/) | • Easily accessible by public transit and/or by car. |
| Lycée Francais Saint Louis Stockholm        | • Pre-K to Grade 12  
| [http://www.lfsl.net/](http://www.lfsl.net/) | • Located on one of the islands outside the downtown core.  
|                                             | • Accessible both by public transport and by car. Traffic congestion may be a consideration during peak hours. |
| The British School of Stockholm             | • Pre-K to Grade 11  
| [www.bisstockholm.se](http://www.bisstockholm.se) | • Located in the suburbs of Danderyd and Djursholm.  
|                                             | • Accessible both by public transport and/or by car. Traffic congestion may be a consideration during peak hours. |

#### Child care

There are both municipal run daycares (förskolor) and private options in the Stockholm area. The only difference is the management of the daycare. The cost is the same and the fee is almost completely state subsidized. Private daycares have their own queues, unless they have signed up to the municipal joint queuing system below.

You can view the majority of Stockholm’s preschools here:
[http://www.stockholm.se/-/Jamfor/?enhetstyp=1c21b68051364b4398e3cca969d20760&slumpfro=750046551](http://www.stockholm.se/-/Jamfor/?enhetstyp=1c21b68051364b4398e3cca969d20760&slumpfro=750046551)
An English list of private daycares can be found here:
http://www.yourlivingcity.com/stockholm/essentials/education/living-sweden-stockholm-international-school-listing/
Spousal employment

Generally, citizens from countries outside the EU must apply for a work permit to work in Sweden. There are a few exceptions to the rule: including that citizens from Canada aged 18-30 can apply for a working holiday visa for up to one year. An application for a work permit shall be made through the Swedish Migration Agency. Due to tax and legal implications, spousal employment on the economy may not be a realistic option.

*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.

Around the House

Cost of living

Up to date price comparisons are available here: [www.expatistan.com/cost-of-living/stockholm](http://www.expatistan.com/cost-of-living/stockholm)

Animal import

Dogs, cats and ferrets can be brought to Sweden from Canada. Certain conditions apply and include: 1. The animal must be ID-marked, 2. The animal must have a valid vaccination against rabies, 3. The animal must be ID-marked, 4. The animal must have a veterinary certificate on form E9.207 or an EU passport, 5. The animal must have an owner’s declaration for pets, 6. The animal must be reported for border control at an EU Point of Entry. (More information is available on the Swedish Department of Agriculture’s website: [http://www.government.se/government-agencies/swedish-board-of-agriculture/](http://www.government.se/government-agencies/swedish-board-of-agriculture/)).

Telephone/Internet/Cable

Popular Providers:

- Telia
  - Landline
  - Cellular
  - Internet
<table>
<thead>
<tr>
<th>Company</th>
<th>Services</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Comviq</strong></td>
<td>Cellular, Internet</td>
</tr>
<tr>
<td><a href="https://www.comviq.se/">https://www.comviq.se/</a></td>
<td></td>
</tr>
<tr>
<td><strong>3</strong></td>
<td>Cellular, Internet</td>
</tr>
<tr>
<td><a href="https://www.tre.se/privat/">https://www.tre.se/privat/</a></td>
<td></td>
</tr>
<tr>
<td><strong>Telenor</strong></td>
<td>Cellular, Internet</td>
</tr>
<tr>
<td><a href="http://www.telenor.se/">http://www.telenor.se/</a></td>
<td></td>
</tr>
</tbody>
</table>

*An annual or bi-annual fee is required to access public service television. You can register here: [https://www.radiotjanst.se/en/Register-/New-registration/](https://www.radiotjanst.se/en/Register-/New-registration/)

**Electrical appliances**

220 Volt; different plugs to what is used in Canada. Appliances can be purchased online or in electronic stores, including:
- Elgiganten ([www.elgiganten.se](http://www.elgiganten.se)) and
- Media Markt ([www.mediamarkt.se](http://www.mediamarkt.se))
Cultural Traditions & Nuances

Etiquette and customs

Great importance is placed on family and a work-life balance. Most Swedes structure their work life around quality time with their loved ones. Most Swedes enjoy fika, coffee and bun breaks. Fika is usually held twice a day in the office. While people in other countries may work through their short breaks, Swedes generally will not.

Swedes are generally relaxed in the office environment. In the office and other social situations people are generally referred to by their first name. Title such as ‘Mr’ and ‘Dr’ are no longer commonly used. Greet both your male and female Swedish colleagues with a handshake. Men do not need to stand when a woman enters the room.

A healthy lifestyle is ingrained in Swedish culture. In addition to a healthy diet, Sweden fosters a wealth of outdoor activities in Sweden that suit all levels of fitness from alpine skiing to berry picking.

Meetings

Punctuality is essential. Lateness is generally viewed as disrespectful. Rescheduling or changing the agenda or venue at short notice will likely also be frowned upon. Arrange your meeting at least two weeks in advance and expect a swift reply, confirming the meeting arrangements.

The tone of meetings in Sweden usually relaxed and may even have a jovial tone. It is important for foreigners to recognise that this friendly supportive environment is created because Swedes value contributions from all employees, no matter their rank. However, be warned: too much humour and hilarity is seen as inappropriate and may imply you are not taking the business seriously.

RESOURCE: http://www.kwintessential.co.uk/resources/guides/guide-to-sweden-etiquette-customs-culture-business/
Entertainment & Leisure

Business hours of operation (*General):

<table>
<thead>
<tr>
<th></th>
<th><strong>Mon – Sat:</strong> 8:00-20:00 (also open on Sundays)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Grocery stores</td>
<td></td>
</tr>
</tbody>
</table>
| Retail stores       | **Mon-Fri:** 10:00/11:00 – 19:00  
|                     | **Sat:** 11:00-17:00  
|                     | **Sun:** 12:00-16:00  |
| Banks               | **Mon – Fri:** 10:00-16:00  
|                     | (call centers have longer hours of operation)   |
| Government agencies | **Mon – Fri:** 10:00-15:00/16:00                |

Shopping

| Stockholm city      | Many department stores and individual retail shops are located around **Klarabergsgatan, Drottninggatan, Hamngatan** and **side streets**.  
|                     | These can be reached by public transport or car. Parking garages are available throughout the city (including at NK, a department store on Hamngatan).  |
| Suburban Malls      | • Täby centrum (Täby)  
|                     | http://tabycentrum.se/  
|                     | • Mall of Scandinavia (Solna)  
|                     | http://mallofscandinavia.se/en  
|                     | • Solna centrum (Solna)  
|                     | http://solnacentrum.se/  
|                     | • Lidingö centrum (Lidingö)  
|                     | http://www.lidingocentrum.se/  
|                     | • Kungens Kurva  
|                     | http://www.kungenskurvashopping.se/  
|                     | *has an IKEA (south of Stockholm)  |
Grocery Stores

Many of the grocery store chains have both in-store and on-line shopping. Some also offer delivery. In Stockholm, it is common to purchase grocery bags with products to make specific meals (including recipe book) at a set cost. This is often used by households with two working parents.

**Popular grocery stores:**

<table>
<thead>
<tr>
<th></th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>ICA</strong></td>
<td>Has both a superstore called ICA Maxi and smaller neighbourhood stores.</td>
</tr>
<tr>
<td><a href="http://www.ica.se">www.ica.se</a></td>
<td>*Click on “Butiker” to locate a store in a specific neighbourhood.</td>
</tr>
<tr>
<td><strong>Hemköp</strong></td>
<td><a href="http://www.hemk%C3%B6p.se">www.hemköp.se</a></td>
</tr>
<tr>
<td><strong>coop</strong></td>
<td><a href="http://www.coop.se">www.coop.se</a></td>
</tr>
<tr>
<td><strong>WILLY:S</strong></td>
<td><a href="http://www.willys.se">www.willys.se</a></td>
</tr>
</tbody>
</table>

**North American groceries:**  
Many local stores have their own brands of granola, peanut butter, etc. Some superstores, such as ICA Maxi, have an international food section, with North American brand products.

**Pre-determined meals (“Matkassar”):**
1. Mathem (www.mathem.se)  
2. Linas matkasse (www.linasmatkasse.se)

**Dining out: Menus, Service Standards and Etiquette**

Stockholm has a range of restaurants, including local cuisine, English and Irish pubs and TGIF’s.
Many restaurants in Stockholm will have menus available in English. Customer service is most often friendly and professional. A service charge is included in the price of the meal, but it is also becoming increasingly common to leave an additional tip when dining out in higher-end restaurants (<15%).

**Travel Advice & Advisories**

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](https://travel.gc.ca/travelling/advisories)

**Travel Advisory UK:**

[https://www.gov.uk/foreign-travel-advice/latvia](https://www.gov.uk/foreign-travel-advice/latvia)

**Travel Advisory US:**


**European Commission Country Reports (2019)**


**CIA World Factbooks (One Pagers from US)**


**Living Abroad (from Gov.UK)**


**Public Transportation**

Stockholm Public Transport, SL, is responsible for buses, underground trains, commuter trains, trams and certain ferry lines in Greater Stockholm. The
underground is the easiest way to get around town. The city is divided into three zones, and zone tickets are good for several trips within 75 to 120 minutes. Tickets can be purchased at SL Centers, underground platform barriers, newsagent kiosks, via SMS or via the SL app. It's not possible to pay cash for tickets on board buses in Stockholm. Failure to show on demand a valid ticket will render a penalty fare of SEK 1,200.

Travel outside of Sweden is easy as both regular and low fare airlines operate out of 4 airports serving the greater Stockholm area, including Arlanda (main airport), Bromma, Skavsta and Västerås. Statens Järnvägar, SJ, operates the national train system, with fast speed trains to both major cities in Sweden and to Copenhagen in Denmark.
In Closing

Your posting to Europe may be one of the most memorable postings you’ll 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 the infinite footpaths, 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.

The Thriving in Guide is a special tool designed with you in mind. You may be surprised at the cultural differences upon first arrival to Europe. This guide is set in place to assist you in understanding some of the differences – especially the lingo.

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 to 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. 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

<table>
<thead>
<tr>
<th>ENGLISH</th>
<th>SWEDISH</th>
</tr>
</thead>
<tbody>
<tr>
<td>Hello</td>
<td>Hej</td>
</tr>
<tr>
<td>Welcome</td>
<td>Välkommen</td>
</tr>
<tr>
<td>Thank you</td>
<td>Tack</td>
</tr>
<tr>
<td>You’re welcome</td>
<td>Varsågod</td>
</tr>
<tr>
<td>Yes</td>
<td>ja</td>
</tr>
<tr>
<td>No</td>
<td>nej</td>
</tr>
<tr>
<td>please (used at the end of a sentence); thanks, thank you</td>
<td>tack</td>
</tr>
<tr>
<td>hello; goodbye (literally: good day)</td>
<td>god dag</td>
</tr>
<tr>
<td>good morning (used until around 11am)</td>
<td>god morgon</td>
</tr>
<tr>
<td>good morning (used from around 11am until</td>
<td>god förmiddag</td>
</tr>
<tr>
<td>English</td>
<td>Swedish</td>
</tr>
<tr>
<td>--------------------------------</td>
<td>--------------------------------------</td>
</tr>
<tr>
<td>noon)</td>
<td></td>
</tr>
<tr>
<td>good afternoon (used around noon)</td>
<td>god middag</td>
</tr>
<tr>
<td>good afternoon (used from noon until around 5pm)</td>
<td>god eftermiddag</td>
</tr>
<tr>
<td>good evening (used from around 5pm)</td>
<td>god kväll</td>
</tr>
<tr>
<td>welcome to ...</td>
<td>välkommen till ...</td>
</tr>
<tr>
<td>Bye</td>
<td>hej or hej hej</td>
</tr>
<tr>
<td>Goodbye</td>
<td>hejdå</td>
</tr>
<tr>
<td>Goodnight</td>
<td>god natt</td>
</tr>
<tr>
<td>see you! (informal)</td>
<td>vi ses!</td>
</tr>
<tr>
<td>see you soon!</td>
<td>vi ses snart!</td>
</tr>
<tr>
<td>see you later!</td>
<td>vi ses senare!</td>
</tr>
<tr>
<td>have a good day!</td>
<td>ha en bra dag!</td>
</tr>
<tr>
<td>excuse me; sorry</td>
<td>ursäkta mig</td>
</tr>
<tr>
<td>Sorry</td>
<td>förlåt</td>
</tr>
<tr>
<td>no problem</td>
<td>inga problem</td>
</tr>
<tr>
<td>English</td>
<td>Swedish</td>
</tr>
<tr>
<td>---------</td>
<td>---------</td>
</tr>
<tr>
<td>don't worry about it</td>
<td>det gör inget</td>
</tr>
<tr>
<td>do you speak English?</td>
<td>pratar du engelska?</td>
</tr>
<tr>
<td>I don't speak Swedish</td>
<td>jag pratar inte svenska</td>
</tr>
<tr>
<td>I speak a little Swedish</td>
<td>jag pratar lite svenska</td>
</tr>
<tr>
<td>please speak more slowly</td>
<td>var snäll och prata långsammare</td>
</tr>
<tr>
<td>could you please repeat that?</td>
<td>kan du säga det igen?</td>
</tr>
<tr>
<td>I understand</td>
<td>jag förstår</td>
</tr>
<tr>
<td>I don't understand</td>
<td>jag förstår inte</td>
</tr>
<tr>
<td>where is the toilet, please?</td>
<td>var är toaletten?</td>
</tr>
<tr>
<td>help!</td>
<td>hjälp!</td>
</tr>
<tr>
<td>be careful!</td>
<td>var försiktig!</td>
</tr>
<tr>
<td>look out!; watch out!</td>
<td>se upp!</td>
</tr>
<tr>
<td>please help me</td>
<td>var snäll och hjälp mig</td>
</tr>
<tr>
<td>call an ambulance!</td>
<td>ring en ambulans!</td>
</tr>
<tr>
<td>English</td>
<td>Swedish</td>
</tr>
<tr>
<td>-------------------------------</td>
<td>----------------</td>
</tr>
<tr>
<td>I need a doctor</td>
<td>jag behöver en läkare</td>
</tr>
<tr>
<td>are you ok?</td>
<td>är du ok?</td>
</tr>
<tr>
<td>call the police!</td>
<td>ring polisen!</td>
</tr>
<tr>
<td>I'm lost</td>
<td>jag är vilse</td>
</tr>
<tr>
<td>please leave me alone</td>
<td>lämna mig ifred</td>
</tr>
<tr>
<td>how are you?</td>
<td>hur står det till?</td>
</tr>
<tr>
<td>I'm fine, thanks</td>
<td>jag är bra, tack</td>
</tr>
<tr>
<td>how about you?</td>
<td>hur är det med dig?</td>
</tr>
<tr>
<td>Christmas</td>
<td>julen</td>
</tr>
<tr>
<td>New Year</td>
<td>nyår</td>
</tr>
<tr>
<td>Easter</td>
<td>påsken</td>
</tr>
</tbody>
</table>

https://www.speaklanguages.com/swedish/phrases/basic-phrases