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Global Support Organisation

Location Guide

NW Italy



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NSE Foreword

As the Head of Location (HoL) of North Italy I would like to offer my congratulations on your assignment to Italy.

You will have received a welcome email for the HoL of the National Support Element (NSE) to inform you of what actions you need to complete in order to prepare for the start of your assignment. This process will require you to fill out a plethora of forms for various departments, it is imperative that you read everything and complete the forms in a timely manner to ensure you receive the relevant supportability clearances before you move. These supportability checks are vital to ensure that both you, and any family members, can be looked after here in Italy.

Early engagement at every step is critical as this can be a lengthy process; please follow the guidance given by your current Admin Office and the team in the NSE. This Arrival Guide should lay out much of the information you need, however if there is something we have not covered then please send us an email and we will endeavour to get you the answer.

During your assignment, the NSE will look after you for in-processing, service administration, changes in personal circumstances, some career and manning advice/guidance and eventually out-processing as you move on to future assignments. The team also includes the Community Liaison Officer (CLO) and a Host Nation Liaison Officer (HNLO) who are available to all UK Service Personnel and their eligible dependants. There is a wealth of knowledge, and no question is too small so please engage with them at the earliest opportunity.

You will be allocated a sponsor who will, if possible, have similar family circumstances to you. They will be available to answer any questions you have throughout the process and will aid in your first couple of weeks in Italy; this will include assisting with base passes, vehicle registration, insurance and general orientation.

Your sponsor, the NSE and the community will support throughout the process, and we will get you in-processed as soon as we can.

Contact Details:

Telephone: +39 331 329 300

Email: GSO-EJSU-NWItaly-NSE-Mailbox@mod.gov.uk

Address (Local): NRDC-ITA, Caserma 'Ugo Mara', Via per Busto, 20 – 21058 Solbiate Olona (VA)

Address (UK): UK NSE, BFPO 61, BF12AY

<https://www.nrdc-ita.nato.int/1/home>



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Supportability For An Overseas Assignment

Screening is required for all Service personnel (SP) and any entitled dependants that will be accompany them on assignment. Information regarding supportability can be found on EJSU.Net at the following Link: <https://www.ejsu.net/ejsu-supportability/>. Ensure you are compliant with requirements as laid out in [2021DIN01-050 - Supportability Overseas](#) & [2020DIN01-137](#).

If you will be assigned accompanied by your family contact UKSTRATCOM-DefSp-DSCOM-FamSec@mod.gov.uk for your FMOV64 pack which will include medical screening forms. If unaccompanied and you have not done so, please contact UKStratCom-DMS-DPHC-EJSU-CEPGrp@mod.gov.uk to ensure correct screening forms have been completed.

Failure to enrol and complete the pre-screening prior to arriving in country may result in you or a member of your accompanying family being returned to the UK if they are subsequently deemed to be unsupportable in location. Any queries or questions reference supportability please contact UKStratCom-DMS-DPHC-EJSU-CEPGrp@mod.gov.uk

Education

All SP wishing to send their children to schools in the EJSU area of responsibility must ensure that they have read the [education policies](#) and <https://www.gov.uk/guidance/education-overseas-for-service-children>

All schools in location fall under the remit of DCYP and so any queries with regards to Education should be addressed through the NSE. The options for schooling can be found at Education link in the Index.

If you have received a posting/assignment order for any location within EJSU, even if you are already serving overseas, you are required to contact the Families Section at Abbey Wood (UKSTRATCOM-DefSp-DSCOM-FamSec@mod.gov.uk .) They will provide a family travel pack with all the information regarding clearances that includes a personal assessment on the suitability of your child to be educated in Italy.



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Removals

Agility Logistics are contracted to move SP and their dependents' personal effects to their new assignment overseas. Registration with Agility Logistics with details of your move should be completed as soon as you receive your Assignment Order, you can apply without knowing the delivery address in Italy as this can be added later.

Regardless of the type or size of property being moved into, SP are limited to a cubic metre allowance based upon SLA to which the service person is entitled to in accordance with housing regulations:

The Furniture Movement Service (FMS). For accompanied personnel moving from SFA or privately owned/rented accommodation and Single homeowners moving between privately owned or rented accommodation you are entitled to FMS. The maximum volume that may be moved at public expense under FMS is up to 67.92 Cubic Metres (CuM). Under FMS a contractor packs the belongings, moves it to the new residence and unloads it.

Self-Pack Service (SPS). This service is primarily intended for use by single non-homeowners and unaccompanied personnel and involves you packing your own boxes then having them moved under Service arrangements. Accompanied personnel may also use this service in certain circumstances. The maximum volume for SPS is 6 CuM (1078 Kg).

Alternatively, you may make your own arrangements and claim back your costs up to a set MOD limit; you can find further information in JSP 752 Ch. 12, Sect 04.

The Agility Logistics Website holds all the regulations and has FAQs relating to the removals process and we strongly recommend reading through those documents. If you have any further questions or concerns, contact the NSE.



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Stores

Your losing unit should fully kit you on posting to NRDC-ITA. You may require Kit that is not in use in the UK such as No4 Dress and it is recommended to visit stores as early as possible as some kit may be made to order. Clothing supplies are available to order whilst in Italy; however, this process is slow so it is recommended to obtain your entitlement in the UK.

The daily working uniform is PCS. It is recommended to get a mixture of light weight and heavy weight for the summer and winter.

For tailoring and alterations, the U.S Army Base in Vicenza has an Alterations shop where personnel can get minor tailoring done to uniform, such as rank slide changes. However, they are unable to mount Service Medals; this will be needed to be completed in the UK or SHAPE, Mons, Belgium.

SOFA Status

The North Atlantic Treaty Organisation (NATO) Status of Forces Agreement is the treaty that sets out the terms under which the armed forces of a NATO Member State are allowed to operate and live within another NATO Member State. Whilst assigned to a NATO Member State, United Kingdom (GBR) Ministry of Defence personnel are entitled to the rights and subject to the obligations of the NATO Status of Forces Agreement, to which all NATO Member States are parties.

In accordance with Article 5.4.7 of EC C(2019) 7131 (Practical Handbook for Border Guards), the European Commission recognises in law those “documents issued pursuant to paragraph 2 of Article III of the NATO Status of Forces Agreement between the Parties to the North Atlantic Treaty regarding the Status of their Force.” The issue of a NATO Status of Forces Agreement Identification Card to a member of the Force, the Civilian Component or their Dependants is pursuant to Article III

A link to the application is within the Arrivals Checklist and should be completed shortly after receiving the Assignment Order.



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MOD 90

If your MOD 90 is due to expire before the end of your tour here, you are to renew it prior to posting. When you arrive you will be issued with numerous passes that are limited to your ID date, so you will be required to renew them too if your ID expires.

NATO Security Certificate

You must request a NATO Security certificate from your current unit on receipt of an assignment order. Once you have received it, a copy must be sent to the NSE prior to arrival in order to ensure that the relevant paperwork is raised.

If you do not have a NATO Security Clearance valid for 12 months, you cannot be issued with a NATO ID.

Importing Pets

Pet travel documentation required for Europe and after Brexit:

- Your pet must be microchipped.
- Your pet must be vaccinated against rabies – your pet must be at least 12 weeks old before it can be vaccinated.
- Wait 21 days after the primary vaccination before travel.
- Visit your vet to get an AHC for your pet, no more than 10 days before travel to the EU or NI.

Speak to your vet (and/or consult www.gov.uk/defra) as there are necessary procedures concerning micro chipping and rabies vaccinations that will need to be completed well in advance of leaving the UK. Once in Italy, seek local veterinarian advice on rabies boosters, worming (especially heartworm as without immunization, this condition can be fatal, treatment involves administering a pill monthly) and tick treatment. If you wish to re-enter the UK with your dog, cat or ferret, you will need to ensure that its rabies vaccinations are up to date (according to UK rules, not Italian rules) and for dogs that they have had a vet-administered worming treatment within a given timeframe, currently no less than 24 hrs. and no more than 120 hrs.



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State Benefits (UK)

Child Benefits

If you are in receipt of Child Benefit and remain eligible under current DSS rules, you may continue to claim using your BFPO address. Advice is contained in Form FB.5 Social Security – Services Families Going Abroad or by writing direct to:

DSS, (Child Benefit Centre)
Washington
PO Box 1
Newcastle-Upon-Tyne
NE88 1AA.

It is important to keep a note of your Benefit reference number in order to quote it on all correspondence. For further information please follow the link to the [UK Government website](#):

National Insurance Credits

Eligible personnel can claim [Class 1 National Insurance Credits](#) which count towards entitlement to the basic State Pension, bereavement benefits and some other state benefits.

Spouses of SP attract recognition within the tax system by virtue of accompanying overseas on assignment. The application form is available online and is completed towards the end of your accompanying overseas tour. You must complete the form and get the Head of Location to complete 'Part 2' certifying you are eligible for the credits.

It must be completed before you leave and submitted within the tax year you return to the UK.

Job Seekers Allowance (JSA) or Employment Support Allowance (ESA)

JSA and ESA are provided when someone is unemployed and looking for work (JSA), ill or disabled (ESA) and offers financial support to spouses and older dependent children (up to 21 years old) of SP when returning from overseas tours.

For further information on Job seekers Allowance click [here](#)
For information on Employment Support Allowance click [here](#)



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Electrical Items And Comms

There are 2 types of 3 pin Italian electrical plugs and household sockets. Plugs/sockets with/for “fat” pins are for items up to 16A and those with/for thinner pins are for 10A or below.

Some points to note.

- Bring plenty of adaptors to reduce the amount of plug changing, ask your predecessor before they leave to have theirs.
- Voltage spike protectors are recommended for PCs / TVs and other items that are sensitive to voltage surges. It is advisable to disconnect sensitive items when big electrical storms come in.
- These UK specification items work: irons, kettles, food mixers, stereo systems, video players, fans, razors, hairdryers and power tools.
- Lights also work but Italian lights use screw-in rather than bayonet fittings, bring spare bayonet bulbs as required.
- 3 to 2 pin adapters are not readily available in Italy but local shops sell adaptors for German or Belgian 2 pin plugs. The PX in Vicenza sells adaptors for US plugs.
- The plumbing for washing machines in Italy is different with cold water input only.
- In some houses two or more appliances may cause the electrics to trip.

WARNING – ELECTRICAL GOODS IN VICENZA – THEY ARE DESIGNED FOR THE US AND WILL NOT WORK ELSEWHERE OR AND IN ITALY WITHOUT A TRANSFORMER

Radio

There are no English-speaking medium wave, long wave or VHF stations available locally. UK Digital radios do not work in Italy. There are other options for listening to radio stations; these include the use of satellite TV or the internet. Some local radio stations play UK/US music, interspersed with Italian popular music.

TV

Freeview in Italy will only work for Italian channels, accessed via TV antenna. Freesat is free satellite TV (same channels as UK Freeview) accessed via a satellite dish, which must be set up to point in the correct direction by a local TV engineer. A Freesat receiver should be brought from the UK if this method is to be utilised. Sky functions broadly the same in Italy as in UK. Bring Sky box from UK and get TV engineer to orientate the satellite dish correctly. Many will chose to now simply run internet TV from the BFBS App or a suitable ‘dongle’ or enabled TV.



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Telephones

The dialling code into Italy is +39. So, to dial the Italian local number 0331123456 from the UK you dial 0039 0331123456. Note that unlike the UK, the “0” in the area code is retained in the number when dialling to Italy.

Mobile Phones

If you have an unlocked mobile phone that will accept any SIM card, it can be used in Italy. In the UK the phones are cheap whilst the networks are comparatively expensive. In Italy, the reverse is true with ‘pay as you go’ (PAYG) being the most popular. TIM is popular choice for PAYG. You will need to have your ‘Codice Fiscale’ and Passport with you to buy a SIM card.

Land Lines: Fixed line phones take time to acquire and can be arranged, with an internet package. The International Package enables cheap calls to be made to UK landlines. Phone bills must be paid every 3 months either at a Post Office or a shop that displays the lotto sign. UK mobile phones can be used but all UK companies have a Fair use roaming policies. These policies switch off free roaming, and implement international call (and data) charges if the majority of use of the phone is overseas for a period of 3 months. This is not always triggered by phone companies and many of the contingent have remained on their UK mobile throughout their posting. However, this does not nest within the intent of the fair usage policies and large costs can be incurred.

Computers

Most families bring computers with them. PCs from Italian shops have operating systems in Italian although you can change it to English and there are complications using mail order for bulky items ordered from the UK. The PX in Vicenza is a cheap option but technical specification and after-sales support can cause problems. Juice in Varese is an authorised apple provider and gives tax free on production of your NATO ID Card.

Internet

Internet provision is dependent on your housing location, with those in the built-up areas of Varese generally having more options available. Overall, there is less choice than in the UK but broadly there are 4 approaches:

Land Line Option

Most likely with TIM (the BT equivalent), this can be convenient if you also have a phone land line, however, customer service is generally poor and speeds can be very slow in the rural areas away from a main exchange (NB Varese has recently had more fiber laid by TIM).



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Fibre Connection

There are several choices but only in populated areas (mostly Varese) that are equipped with the enabling infrastructure; provides a good option if available.

Dongle/Mobile Broadband Option

Several companies provide this service and as long as you have a reasonably strong signal, connection speeds can be perfectly satisfactory providing a cost-effective solution with no hardware or infrastructure requirements^[1].

Eolo/ Internet over Radio

For a reasonably modest fee the company install a radio dish on the roof and then beam internet to your router. Even after the set-up fee this delivers a cost-effective solution and offers very fast and reliable connection speeds (apart from during major rain storms). It is dependent on achieving line of sight to an Eolo repeater but several contingent families have already found this to be a very good solution^[2].

Do not rely on having your internet connection immediately, it can be a quite a slow process to achieve and is dependent on location and existing solutions in your area.



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ALLOWANCE	ELIGIBILITY	EVIDENCE NEEDED TO CLAIM	RATE
GET YOU HOME OVERSEAS (GYH(O))	All SP and accompanying dependants in post are entitled to 1 per year.	Inform NSE; Claim via JPA Expenses.	£231 per person
HOME TO DUTY TRAVEL (HDT)	All SP who commute to work within the posting.	n/a – Entered by NSE when SP are in theatre.	Distance dependant
RESPITE JOURNEYS	All SP and accompanying family members located in post, are eligible.	Inform NSE; Apply on JPA in advance of dates to be taken. Keep receipts for Audit purposes.	4 days at £104 per person per day. Max refund amount = £416 per person.
TOLL FEES	SP on the Daily Commute from RWA to camp. 1 Return journey a day can be claimed.	Claim via JPA Expenses in blocks no greater than 90 days.	Actual Expenditures
OVERSEAS PRIVATE VEHICLE PROVISION (OPVP)	On Assignment, allows a contribution to be claimed back for selling and purchase of a new car as a result of the posting; Or the MMA for driving personal car to the overseas location can be claimed.	For Purchase/Sale of vehicle – Evidence of Car purchase and/or Sale.	£1025 max or OMMA for distance Travelled/Road Tolls.
SECOND VEHICLE ALLOWANCE	Accompanied PStat 1/S/C only.	Vehicle Insurance; Proof of Ownership.	£1.75 per day for second vehicle
SCHOOL CHILDRENS VISIT'S	SP whose children do not accompany them at post. 6 Return Per Year. Any child travel claimed on GYH(O) cannot be claimed under SCV and vis versa.	Inform NSE; Submit on JPA.	6 return journeys or 12 single journeys per year.
LOA – PERMANENT	All SP assigned to Italy. Two rates are applicable. 'Accompanied' and another for 'Unaccompanied' SP.	n/a – automatically paid for all SP.	Unaccompanied – £36.07 per day Accompanied – £43.68 per day
LOA – CHILD ELEMENT	Each Child that accompanies SP at post (and children visiting on SCV for the duration of their visit).	Children's details are entered on JPA. Paid as part of LOA Permanent.	£3.54 per Child
LOA – RESIDUAL	Unaccompanied SP who deploy out of the assignment country, will keep their LOA at 49% of the permanent daily rate. Accompanied SP will keep theirs at 100%.	Inform NSE of Exercises; Courses etc for Move and Track.	Unaccompanied - £17.67 Accompanied - No change in Daily Rate of LOA
LSA –VOLSEP	PStat 1 SP (or 5S/C) who are unaccompanied in posting, are eligible for LSA Level 1. This does not increase their total number of LSA days.	Inform NSE of Accompanied/Non-Accompanied Status.	LSA Level 1 - £7.89
LSA - INVOLSEP	PStat 1 SP who are unaccompanied and meet the criteria within JSP 752, Ch , Whose family are unable to accompany them.	Inform NSE of Accompanied/Non-Accompanied Status.	LSA as per current individual level

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Leave

Definitive leave regulations are in JSP 760.

Relocation Leave

You are entitled to 10 working days Relocation Leave if assigned in from the UK or a theatre other than NW Europe; this leave may be taken either in the UK or at your new overseas location depending on accommodation arrangements. LOA is not payable for periods of relocation leave.

Annual Leave Allowance

All SP are entitled to 38 days annual leave. In recognition of the extra Public Holidays (PH) taken across Europe, all SP within the EJSU AOR are credited with an extra 4 days to accommodate these PH. These days will be added to individual leave records by NSE staff.

Travelling Time

Travelling Time is designed primarily to ensure that SP do not spend an inordinate amount of their leave entitlement travelling to their home address from an overseas posting.

Travelling time will be permitted under the following conditions:

The journey is to a registered address (NOK, parents or privately maintained home) on JPA.

The leave period must be for a minimum of 3 working days (e.g. Fri-Tue inclusive).

The journey must be over a distance greater than 120 miles and beyond the borders of the country of assignment.

One day of leave will be credited to SP leave accounts to cover travelling time in any one period of leave.



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AO Received – 3(+) Months to Assignment Overseas			
Immediate Action (Within 7 days of AO)	Remarks	Links	Tick
Complete NW Italy Arrivals online	Complete the proforma ensuring all details are complete and correct and upload all required documents.	SAMS User App	
Complete The 1132 Form For Housing ASAP.	Complete the manual form at the link asap . Email it to the NSE Mailbox at GSO-EJSU-NWItaly-NSE-Mailbox@mod.gov.uk Ensure it is signed off by an WO2 or above in your current admin chain (Details entered and email authority with the submission if signed electronically). More housing info can be found at the Link	MOD-Form-1132-Application-to-occupy-SFA.pdf NW Italy DIO and Accommodation - FINAL.pptx	
Contact DSCOM Families section	ACCOMPANIED PERS ONLY – Email Families Section with your AO and a small introduction to your and your family members. They will issue you with a families pack for moving overseas.	UKSTRATCOM-DefSp-DSCOM-FamSec@mod.gov.uk	
Contact CEAS	For more information about school provisions contact the DCYP on DCYP-CEAS-Enquiries@mod.gov.uk For info on schooling please see the Link as well as contact details on the Leaflet Link.	https://www.ejsu.net/welfare/education/ (Can only be accessed on civilian IT) ADR010262-CEAS-Leaflet-Updated-20211020.pdf	
Email Docs To The NSE	Email the following to the NSE so the in-processing can begin: Dichiarazione Sostitutiva Di Certificazione Self Declaration (Link) - This is required in order to retrieve your Attestato Di Servizio from NATO J1 which you require for your Visa Appt – Also attached to Welcome Email – Please ensure you wet sign the bottom right hand corner.	GSO-EJSU-NWItaly-NSE-Mailbox@mod.gov.uk 20210513-Dichiarazione Sostitutiva Di Certificazione Self Declaration.doc	
Book Visa Appointment	ACCOMPANIED PERS ONLY – Follow the guide at the Link to book your appointment with the Visa Service. There are constant delays, please book asap to avoid issues prior to deployment.	20220706-Visa Guide for Italy.docx	
Removal and transport of PE	Registration with Agility Logistics with details of your move should be completed <u>as soon as possible once you receive your Assignment Order</u>	Agility Logistics	
SOFA Card Application	Complete all aspects of the application and ensure all documents required are uploaded – failure to do so result in the whole application being restarted.	SOFA Card Application	
Arrivals Letter	Arrivals letters are required for: DCOM NRDC-ITA, Maj Gen Jeremy Bennett OBE (Senior British Officer (SBO – NW Italy)) and DDCOS Plans, Col Michael Edwards (Senior National Representative (SNR)) These can be sent as an attachment on outlook for ease.	Bennett, Jez Maj Gen < Jez.Bennett425@mod.gov.uk > Edwards, Michael Col < Michael.Edwards327@mod.gov.uk >	

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4-8 Weeks Prior To Deployment	Remarks	Links	Tick
Medical Registration (HEALIX)	To register for you and your family's Med Cover read the Pre-Arrivals Letter (linked) and contact the Central European Practice prior to completing the online application as they will give you a code in order to be able to register. Registration for yourself and any family members is to be completed at the following link (HEALIX) once code has been received from CEP.	<p><u>CEP Pre-Arrivals Letter - PLEASE READ</u></p> <p>CEP: UKStratCom-DMS-DPHC-EJSU-CEPGrp@mod.gov.uk</p> <p>HEALIX: HEALIX Registration Website</p>	
Document Renewal (If Necessary)	<p>Ensure the following documents are in date and have been applied for if they are due to run out during your overseas assignment (For you and all accompanying family members):</p> <p>Valid Passport MOD 90 NATO Security Clearance (Need a physical copy with you on arrival) UK Driver Licence</p>		
Visa Appointment	<p>Complete the Visa appointment at your chosen Visa Services. (Ensure you have received the Attestato Di Servizio from the HNLO prior to attending).</p> <p>You will need your Transport to Italy booked as you will need to prove this at Interview.</p>		
Removals	Confirm Address and Date of Removals. Ensure you will be in country for the arrival of your PE.	https://grms.agilitylogistics.com/	
Passage Overseas	Utilise GBT to book passage from your current location to NW Italy. Note that as part of STRATCOM you may need to create an account at the following link for any future travel.	https://uk.hrgisuite.com/dtd/Logon?returnurl=%2fdtd	
European Matrix Certificate	<p>You are required to have your MyDrive documentation up to date. Please add STRATCOM and search for Milan – add this hub to your account.</p> <p>You are required to complete both the Euro Matrix and the UK Matrix to be able to drive white fleet and UK Hire Card should you need one during your assignment.</p>	BFG - Matrix Link	
10 Days Prior To Deployment	Remarks	Links	Tick
Confirmations	<p>Please ensure you have thought about and actioned the following:</p> <ul style="list-style-type: none"> • Transport – Eurotunnel, Vehicles, Trains, Flights, Ferry (Should be done for Visa Appt) • NATO Travel Order 		
Pet Passport	<ul style="list-style-type: none"> • Ensure you have the Animal Health Certificate for any pets you are bringing across. 	Pets & Registration	

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Week 1 Arrival In Post	Remarks	Links	Tick
NSE Arrivals	<ul style="list-style-type: none"> • Arrivals Brief with Hol • Arrivals paperwork/ JPA Action with NSE JNCO • Collection of Car Registration paperwork and Codice Fiscale from HNLO • Collect keys for locker and UK Business Suite • Vehicle Registration booking • Italian Mobile Phone Sim Contract – CLO on location familiarisation. 		
NATO Arrivals	<p>All of the below will be conducted with your sponsor:</p> <ul style="list-style-type: none"> • J1 Branch Arrivals • NATO Pass Office • Vehicle Pass Office 		
Within 4 Weeks Of Arrival In Post	Remarks	Links	Tick
Vehicle Registration	Trip to Vicenza to put UK vehicle onto Italian plates and AFI System	Vehicles & Travel	
Bank Account	<p>BCC Bank Account – HNLO to take you through the process and book the Appt with the bank. This will include your Telepass (Toll Device).</p> <p>This is a basic account and can only be used in country.</p>		
Internet	Start of Internet Contract through FastWeb (or another company if you choose but the NSE have no links anywhere else).		
Permesso Di Soggiorno	Resident Permit for Family members – HNLO to book and will explain the process.		

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In Country Contingent

The UK Contingent is the largest of foreign personnel in NRDC-ITA and it is headed by the Deputy Commander (DCOM), NRDC-ITA.

It comprises:

1 x 2* Gen. (Army or RM)
2 x Cols (Army).
4 x Lt Cols (Army).
2 x Wg Cdr (RAF).
4 x Majs (Army).
2 x WO2s (Army)
2 x Sgts (Army) Total 17 UK military staff in the HQ

An OF-5 is the Contingent's Senior National Representative (SNR), and an OF-4 is the Contingent XO on a rotational basis.

The UK National Support Element (NSE) is an outstation of the European Joint Support Unit (EJSU) in Mons, Belgium. Located at Caserma Ugo Mara, the NSE consists of:

1 x SSgt – HoL UK NSE (Army AGC (SPS)).
1 x Cpl – J1 JNCO UK NSE (Army AGC (SPS)).
1 x HNLO – Italian civilian
1 x Community Liaison Officer - Civilian post, filled by dependant from the UK Community.

EU Transition

The Transition Period (TP) following the UK's exit from the EU ended on 31 Dec 20. Although UK Service Personnel and their dependents assigned to NATO have some protection under the NATO Status of Forces Agreement (SOFA). A link to the SOFA Application can be found in the arrival's checklist, please follow all directions to avoid delays.

Welfare Services

The degree of welfare support in country is limited. For welfare issues there is a qualified Welfare Officer based at the European Joint Support Unit (EJSU) in Mons, Belgium, who has access to the full range of welfare agencies. In the first instance however the NSE HoL should be contacted or the Community Liaison Officers.

Also see the following link for more information: [Welfare](#)



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Permesso di Soggiorno Application Process

The Permesso di Soggiorno is a residence permit required by each dependent that permits residence in Italy. It is a new post-BREXIT requirement. It is obtained at the immigration office in Varese (co-located with the Varese Police Headquarters). Appointments are booked by the HNLO and must be attended by the SP and all family members. The following documents are required:

- Passports of SP and all family members.
- In date visas for all family members.
- 2x passport photos per person for SP and all family members.
- Copy of Attestato di Servizio
- Italian mobile number (head of household)

On completion of the above process, each applicant will be given a code which can be inputted at the link below to inform them when the Permesso di Soggiorno is ready for collection. This can take approximately 4 weeks.

Finance

Your 'startup' costs are going to be high so please be prepared. As you are assigned overseas you are entitled to apply for an advance of pay prior to assignment; your current unit HR who will explain the process.

Car Insurance will be the biggest outlay; usually payment is required up front in cash/credit card for the year and can be anything from €500 to €2000+.

Banking

You will open an Italian bank account on arrival. In order to enter contracts with phone/internet companies and Tele Pass (automatic toll road payment), an Italian bank account is required to start a direct debit.

Most UK credit/debit cards are accepted in Italy and it is also possible to withdraw cash from a large network of cash point machines, although a bank charge is often applied. Therefore, it is highly recommended to talk to your bank about the options available.

There are also lots of options to open an account with companies such as Monzo, Revolut, Starling and Transferwise which have little to no fees for transactions outside the UK, you can find more information [here](#).

Please be aware that your fuel ration card payments will be billed in USD, therefore an account that doesn't charge for purchases, withdrawals and transactions is extremely useful to avoid fees every time you pay for fuel.



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Education and Schooling

Any queries with regards to Education should be addressed through HoL or CLO

All Service Personnel and UK Based Civil Servants wishing to send their children to schools in the EJSU area of responsibility, must ensure that they have read the education policies and information relating to their area of assignment. Follow the link for the latest guidelines regarding education: [Children's Education Advisory Service \(CEAS\) - GOV.UK \(www.gov.uk\)](#)

Parents should conduct their own research and must satisfy themselves that the school is suitable for use before committing their child to attend. Parents are not mandated to use the schools detailed within the information provided but remain free to choose a school that they believe is suitable for their child's education.

MOD has a legal responsibility to ensure that the children of Service Personnel and UK Based Civil Servants attend school or undertake home tuition. However, parents remain responsible for deciding which school their child will attend.

Children's Education Advisory Service (CEAS)

CEAS is a tri-service organisation funded by the MOD. It was established to provide information and support to Service families and eligible MOD civilians on all aspects of the education of their children in the UK and overseas.

When children move frequently from one school to another or between different educational systems obtaining appropriate provision can be complex. CEAS provides information and advice as well as supporting parents at meetings with schools, local authorities, at tribunal etc. Parents apply directly to the school for a place while concurrently applying separately to CEAS for the education clearance certificate.

The most effective way to contact the CEAS team is via email: RC-DCS-HQ-CEAS@mod.gov.uk

Emails are checked every working day and allocated to case workers to provide the required action.

CEAS helpline: 01980 618244 or 94344 8244

CEAS Website: [Children's Education Advisory Service \(CEAS\) - GOV.UK \(www.gov.uk\)](#)

CEAS Leaflet: https://modgovuk.sharepoint.com/sites/defnet/HOCS/Documents2/20210920-CEAS_Leaflet.pdf#search=CEAS



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- Special Needs

Overseas Education and Supportability Team (OEST)

If you are considering an overseas posting, please get in touch with the Overseas Education and Supportability Team (OEST) as early as possible. They are able to advise on the impact the posting may have on your child's education and give you the information you need to make informed decisions. While it is every parent's responsibility to research and make choices about their child's education overseas, they can help with this process.

Supportability

The MOD needs to be confident that a child's educational needs can be met in any overseas location. This means that, before any Service person travels abroad, they must ensure their children have Confirmation of Educational Supportability. The emphasis of the supportability assessment is positive; where possible, they try to ascertain what support will need to be put in place to make a placement successful. If you have any questions about this process, please contact the DCS school in location directly or, if you are not going to a DCS school area, contact us [here](#).

SEND We are subject matter experts in SEND and can provide advice and support when a child begins to have difficulties in an overseas location. If you are concerned about your child's special educational needs while overseas, please do contact us.

Virtual School As part of the MOD's public duty to safeguard the dependents of Service personnel overseas, DCS have set up a Virtual School (VS). The VS is available to provide support and guidance for families of children who are educated in non-DCS school areas, including those who Electively Home Educate. The aim of the virtual school is to work in partnership with the Service child's actual educational setting to ensure that they are safe and supported at all stages of their education. for further information please click [here](#).



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The options for schooling are to board or use local schools. There are no SCE (Service Children's Education) facilities here. Local provision includes an European school, an International school and a British school used by the large expatriate community based in Northern Italy. Some contingent members have successfully used local Italian nursery school facilities. The NSE is your first point of call for additional advice to that shown below. In addition, your sponsor or Community Liaison Officer can provide you with details of individuals with experience of the local schools.

You must inform NSE about your schooling choices, as soon as possible preferably before arrival so that all paperwork can be completed, i.e. enrolment, authorisation for payment etc.

In addition, please be aware:

1. The academic year is September through to July but the children are admitted into the school year for their correct calendar year of birth, this therefore often results in children entering different equivalent academic years than they would do under the British system.
2. Most, if not all, local schools do not wear school uniform.
3. Formal schooling starts in the September of the calendar year your child turns 6. There are then 5 years of primary school.
4. MOD funding will cover the costs of fulltime education for all children from the beginning of the academic year following their 4th birthday, in accordance with full time school provision in the UK.



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The Schooling Options

The European School of Varese (ages 4 to 18)

The MOD has negotiated a contract with the European School in Varese for all service children moving into the area. This is a private school for boys & girls with 1,300 pupils between the ages of 4 and 18 attending the school and classes are in English. If your child is in senior school, be aware that he/she will need to be bilingual from 14-15 years old, as many lessons are taken in their second language. The school does not enter pupils for GCSE examinations; they sit the European Baccalaureate.

The school provides a comprehensive bus service across Varese. There is a spreadsheet of stops and timetables available. The journey time from any of the pick-up points nearest to the MOD houses should be no more than 15 minutes. After registering with the school, they would advise the best bus stop for your child.

Further details about the school are available on its website which is mostly in English. The school requires an application form to be completed for each pupil. This requests basic family details and information regarding previous education. A summary of the Terms and Conditions of admission must also be signed.

Along with these forms the following are required:

1. Birth certificate or a certified copy.
2. Certificate of immunisations or a certified copy (a copy of the relevant page from the child's 'Red Health Book' is sufficient).
3. A certificate signed by a doctor confirming that the child is fit to attend school and is free from infectious disease. If needs be, this can be arranged when you arrive – see the GP information.
4. A copy of the last schools' report, especially if the child had been promoted a year.
5. A passport-sized photo must be attached to the application form.

The European School of Varese
Via Montello 118
Casella Postale 287
21100
Varese
<https://www.eurscva.eu/en/home/>



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International School of Como (ISC)

Slightly further away, the ISC accepts pupils aged 3 to 18 to follow the International Baccalaureate (IB) Primary Years, Middle Years and Diploma programmes. Teaching is in English. Currently, they do not offer the IGCSE.

There is a limited bus service from Castronno only.

The International School of Como opened in 2002. In 2006 it was accredited by the International Baccalaureate Organization for the Primary Years Program (PYP) and the Middle Years Program was opened in 2009. Accreditation for summer programs for secondary school students was received in 2012. The school is part of the Inspired group of schools which includes three schools in the UK. This is a network of schools across the world with over 64 educational settings. The school is approximately 26km from the centre of Varese and is usually accessed via bus for service families.

International Baccalaureate. The International Baccalaureate is a widely recognised qualification with Como offering the Primary Years Programme, the Middle Years Programme and the Diploma Programme. If completing the IB students should not find any difficulty in obtaining university entrance in the UK or abroad. Due to the length of typical posting parents should consider the age/ stage of their children when transitioning back to the UK. It's always important to consider if children are planning to complete GCSEs in the UK. Contact CEAS for further information.

Staffing levels: A high proportion of staff were English or UK trained.

Facilities: These were very well maintained and laid out. Classes were large, bright with well cared for displays. It was clear continued investment in the building was ongoing. Resources appeared to be good, and there was a very good lunch provided for the students with a choice of fresh food and typical Italian dishes as well as vegetarian options. There is an additional cost for lunches. Security was via an intercom system at the front of the school.

Uniform: There is a school uniform which during the visit was being updated. The uniform is purchased through a supplier available through the school.

Fees: ([link to website](#)) and additional costs ([uniform](#)).

International School of Como
Via Adda 25
22025
Fino Mornasco (CO)
<https://www.iscomo.com/>



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Sir James Henderson School in Milan

Rated 'Excellent' by UK government inspectors, the BSM is unique in Milan. They offer an exclusively British system of education, following the English National Curriculum from the ages of 3 to 16, with IGCSE in Year 11 (not offered by the European School or the IS Como) and the International Baccalaureate Diploma (IB) in the Sixth Form.

For those at A-Level age it may be the best option due to the fact it delivers the International Baccalaureate which is more widely recognised than the European Baccalaureate. This school will be the most recognisable to UK students. Further research will be necessary on your part with advice freely available from the NSE and other current contingent members, but considerations such as the distance and density of traffic/train journeys do need to be considered, for the daily commute which can be up to an hour each way by train. (Direct trains depart from Varese or Gallarate).

International Baccalaureate

<https://www.ibo.org/>

The council of British International Schools

<https://www.cobis.org.uk/>

The School Calendar can be found at:

<https://www.britishschoolmilan.com/about/calendar>

The British School of Milan

Via Carlo Alberto Pisani Dossi, 16

20134, Milan

Italy

Tel +39 02 210941

Email: info@bsm.school

<https://www.britishschoolmilan.com/>



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Pre-School & Nurseries

Italian children start primary school the calendar year they turn 6. Prior to this there are two stages of pre-schools. Up to June in the calendar year they turn 3 they can attend “Asilo Nido”. From age 3 to the calendar year they turn 6 they can attend “Scuola Materna” (it should be noted that UK dependent children are entitled to formal schooling from the same age as they would be in the UK through the private international system)

There are numerous options, most of which are Italian speaking. Below are establishments used by the UK contingent:

NATO Nursery. This is on in Ugo Mara Barracks (NRDC-ITA HQ). This is an Asilo Nido that takes children up to the age of 3.

Full-Time: € 582,33 per month
Part-Time 6h: € 465,86 per month
Part-Time 4h: € 349,40 per month

For information on session timings please contact POC Mrs Alessandra Faoro at the kindergarten.

Contact details are:

Progettodonnapiu@legalmail.it

0039 3292619357

01525 240 17



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Piccola England. This is a bilingual pre-school based in Varese. The Piccola England Nursery School is for children from 6 months to 5 and a half years old.

- *Day Care*, for children from 6 months to 2 years, 0900-1530 or part time 0900-1300
- *Sezione Primavera*, for children from 2 to 3 years, 0900-1530 or part time 0900-1300
- *Nursery*, for children from 3 to 5 and a half, 0900-1530 or part time 0900-1300.
 - 0900-1300 is 480 euros per month
 - 0900-1530 is 595 euros per month
- Meal tickets are 5.80 euros each
- Pre school care is available from 0800-0900 and after school is available from 1530-1630 Pre-school (0800-0900) is 70 euros per month or 7 euros per hour for those who only use it occasionally
- After-school (1545-1730) is 70 euros per month or 7 euros per hour for those who only use it occasionally

Enrolment fee €250 euros from September and €150 euros from January.

Piccola England (a bilingual primary school with nursey attached)

Via Stadio, 38

21100 Varese

0332 237 745

Info@scuolapiccolaengland.it

www.scuolapiccolaengland.it



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Azzate Scuola Infanzia. This is an Italian pre-School in Azzate and there are currently 4 kindergarten classes for children aged between 3 and 6. Some of the staff speak English but a lot of the administrative communication is best done via email and Google translate.

They offer pre and after school care on request. Sessions are from 0745 – 1530 with the possibility of part time until 1300.

- Part time attendance (0745-1300) has a cost of €180 euros per month.
- Full time (0745-1530) is €300 euros per month.
- Preschool care (0745-0845) is €30 euros per month.
- After school care (1530-1800) is €50 euros per month
- Meal vouchers are €5 euros per day.
- The monthly fee for the nursery school for residents of Azzate is €100 euros and non-residents is €140 euros per month.

Enrolment is €50 euros per year.

Scuole Dell'Infanzia, Rina Erica
Via dei Pree, 6
Brunello
0332 459 880
Cap2007@libero.it
www.azzatescuolainfanzia.it

Associazione Rina Erica. This comes under the administrative support of the Azzate Scuola Infanzia (detailed above). This is an Italian pre-School in Brunello that takes children up to the age of 6.

To register you will need to contact the nurseries directly. Private nurseries and day care will require you to pay the fees directly and then claim reimbursement. To claim for reimbursement, you will need to complete forms DYCP006 for application and DYCP008 for the claim.

After School Activities and Sports Clubs

Schools may offer after school activities, but these will require additional funding to the school fees and cannot be claimed back. There are lots of clubs for children available in the area and range from football and swimming to rock climbing and sailing.

For any official sport activity your child will need a 'Health Certificate', to obtain the certificate your child will need to have a general health check and an ECG. As this is for a voluntary activity, you cannot claim the cost of the certificate back.



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Healthcare Information

Your healthcare during this assignment will be delivered by Host Nation providers, with secondary care co-ordinated by HEALIX in conjunction with the Central European Practice. You may also be referred into NHS services where appropriate. In the background the Central European Practice manages your NHS registration and records if you are fully registered. The CEP also conducts military occupational health clinics and can provide UK MoD clinical advice and support for our patients and to HEALIX.

HEALIX Healthline

+44 (0)2084 817800

healthline@healix.com

Central European Practice

+32 (0)6544 2280

UKStratCom-DMS-DPHC-EJSU-CEPGrp@mod.gov.uk

Medication

Anyone taking any regular medication should bring a 3 month supply for initial needs. The PX in Vicenza (where you visit to register your vehicles) stocks common medication and it is worth bulk buying products that are more expensive over the counter at Italian pharmacies e.g. allergy tablets, cold remedies, feminine hygiene products, baby products and nappies. However, most UK medicines are available in Italy but often have a different name, so it is recommended that you bring supplies of any particular “brand” medicines you need. This also makes it easier for local chemist shops (“farmacia”) to provide advice when you provide your example product. If you have small children you may wish to bring your favourite paediatric paracetamol (e.g. Calpol) with you.



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Medical Certificates

These are recommended for each member of the family. The NSE will provide specific advice, but essentially, you are looking for a 'fit and healthy' seal of approval from your GP. Please also bear in mind that most Italian schools, swimming clubs and after school play groups/sports clubs require medical certificates for new joiners or specific activities (eg Sailing Camps). They can be obtained from your GP on arrival but may need to be renewed annually or for specific activities.

The most utilised method to obtain a house Certificate is through an appointment at:

Beccaria

Via Castelfidardo, 19 Busto Arsizio

Tel. 0331 685065

The cost of this is 45 euros.

GHIC Cards

It enables you to get state healthcare at a reduced cost or sometimes for free. While in Italy, you are officially supported by your residential status and by HEALIX, however, it is necessary to have an GHIC Card for all members of the family as a back-up, and in case you are travelling in EU countries outside of Italy. Each family member must be in possession of a valid GHIC card before leaving for Italy.

All service personnel and their dependants are always strongly advised to carry their GHICs and especially if crossing any international borders. Though the GHIC will provide you with emergency health care whilst travelling within other EU member countries, it does not include the country of residence. The GHIC is not an alternative to travel insurance.

For further information or to apply online visit <https://www.gov.uk/global-health-insurance-card>

All service personnel and their dependants are strongly advised to obtain travel / holiday insurance to cover all countries they will be travelling to or through. Please check the policy wording carefully, check what activities are covered and that your residence and start of journey location are correct.

In addition to the GHIC, private medical insurance cover is strongly recommended for those travelling under the 'Own Way Passage' and for recreational/ social travel whilst you are based in Italy. Note that private insurance companies are unlikely to authorise full repayment of costs unless an GHIC was presented upon receiving care.

If you take part in any non-duty hazardous recreational activities (e.g. skiing or climbing) you will not be covered by the MOD. It is therefore essential that you have adequate medical insurance to cover these activities particularly for any initial rescue costs from the point of injury to a local hospital and for repatriation to your home after emergency treatment. Another benefit of private insurance is that it will often gain you access to private hospitals that are not part of the GHIC scheme.



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CEP Telemedicine Support

You can reach the CEP on telephone or email. If you wish to discuss a local healthcare pathway, military occupational medicine, submit your bills or send the CEP a secure and confidential message both eConsult and video-consulting are also available.

Before use it is essential to highlight that the CEP is not set up to provide direct care as we have no referral or investigation rights in your location so this is not a replacement for your host nation providers.

Video-consulting

Attend Anywhere is a video consulting site. If it is safe and appropriate the CEP staff can give you a time and send you a link to the secure online waiting room to speak with a clinician.

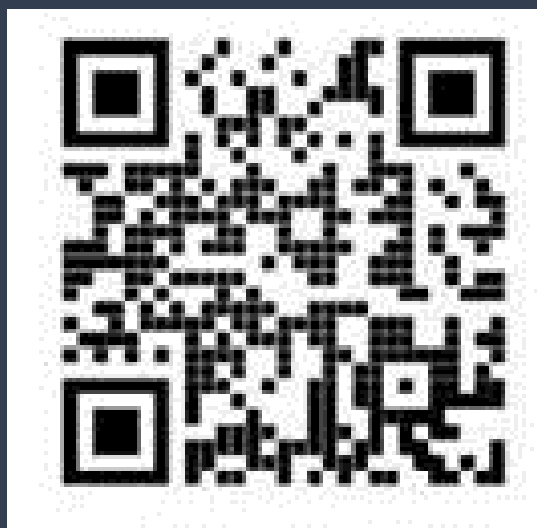
eConsult

eConsult allows you to describe your issue and attach pictures using secure software.

<https://centraleuropean.webgp.com/>

How to utilise:

- Ignore pop up window saying 'looks like you are overseas' and **continue**
- Input a UK telephone number (not overseas). Use Defence Global Practice (DGP) phone number if required – 01543 434705
- Use a UK postcode (not BFPO). Use DGP postcode if required; WS14 9PY
- If you are diverted to 999/A&E/UTC/111 this is because you need a more urgent review and will need to use your local equivalent services
- Time zones are UK based at the moment, so you will need to convert these to local (the eConsult will have a UK time on it and not the local time)



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Primary Healthcare

The Contingent generally use a small selection of English-speaking GPs (Dr Schutz, Dr Albizzati) and a paediatrician (Dr Vadambrini). A direct billing arrangement has been set up with these doctors. In conjunction the doctors may refer you to HUMANITAS Centro Diagnostico Varese (CDV) or the Baccaria for more complexed procedures and testing, Again bills are produced and sent directly to HEALIX.

Note that emergency procedures (ie A&E) requires no prior HEALIX involvement until after the initial treatment, when they should be informed about what has been done. HEALIX also offer a 24/7 Healthline, which can be used to obtain any routine medical advice.

You are free to choose your own GP although the CEP is more likely to be able to maintain your records and arrange direct billing system with practices commonly used by the UK population.

In NW Italy you have a variety of Primary, and secondary care providers. The hospital has a 24 hour accident & emergency department, although, you may be requested to pay up front and you will have to claim back on JPA after obtaining a claim number from HEALIX. We also have a direct billing option with the practices stated below so will make things easier for any sort of payment.

Primary care services have traditionally been provided by:

Dr Irene Schutz
Via Giordani 7
21100 Varese
+39 0332 223 355
+39 335 593 6475
irene.Schultz@virgillio.it

Dr Claudio Albizzati
Vicolo San Michele, 6
Varese
+39 0332 288638
+39 348 2625542
albizzatic@gmail.com

Physiotherapy

If during your posting you require Physiotherapy, the first thing you would need to do is contact HEALIX for authorisation so you are not faced with a bill that will not be funded.

Emanuele Simonetta
Via IV Novembre 5
21010 Besnate
Emanuele.Simonetta@yahoo.it

HUMANITAS
Vicolo San Michele, 6
Varese
info@cdcolo.it



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Paediatrician (English spoken)

If your child requires an appointment the following host nation paediatrics service is well known to British personnel:

Dr Valeria Valdambrini Paediatrician
Via Procaccini, 10
21100 Varese
+39 389 1361086
valeria.valdambrini@crs.lombardia.it

Parental and Children's needs will largely be met by Spanish services but we have a UK trained Health visitor based from SHAPE who can provide UK support should it be requested by the CEP. The CEP and HEALIX teams will work with you and the paediatricians, to ensure care for your child.

- Childhood Immunisations
- Monitoring growth & development
- Nutrition and feeding
- Sleep, routines and toilet training
- Behaviour management
- Parenting questions

Immunisations

Parents should note that the childhood vaccination schedule for your host nation may differ to that of the UK, in some cases vaccinations may not be available in your host nation and vice versa. Further information on vaccination schedules can be found via the European Centre for Disease Control at [Vaccine Schedule Europe](#)

Other Child-Focused Organisations

The CEP also work closely with the Department for Children and Young People (DCYP) for Speech and Language services; Educational Psychology and Educational Social work. We also have links to the British Forces Social Work Service when children or families need additional support.



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Prescriptions

Individuals will pay at the point of collection for prescriptions and reclaim via JPA. In order to facilitate the Expense claim, the Med Claim Form (issued by the NSE) should be completed and sent (with itemised receipts and a copy of the prescription) to the Central European Practice (CEP). They will then authorise the reimbursement for you to enter via JPA Expenses.

Please use the CEP area on EJSU.net to ensure you have the most up to date form and accompanying information (if necessary)

[CENTRAL EUROPEAN PRACTICE \(CEP\) – European Joint Support Unit \(ejsu.net\)](#)

Info: ‘Famacia’ is Italian for chemist. Your local Farmacia can be found easily using Google Maps (or any other internet map search). Please look for the Farmacia sign, usually lit up:



Please note that some only open during the normal working day. There are Farmacia's that are open 24hrs in the case of out of hours treatment. These can be found by typing 'Farmacia 24 ore' in your search engine.

There is also a cashless billing system in place at Farmacia Sociale in Varese – where you take your prescription can be filled and the bill automatically generated to HEALIX for payment. Address: [Piazza Giosue Carducci, 2, 21100, Varese.](#)



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Women's Health Services

Cervical screening

You will receive a reminder letter if you are due Cervical Cytology. Please book your appointment with the local clinic. Contraceptive Services are also provided .

If you have not received a reminder, contact HEALIX. HEALIX would send you a form to take to your local doctor. Your doctor would book the appointment with Humanitas or Beccaria on your behalf. The form should be taken to the appointment and the details sent to CEP to be put on your record.

If you would prefer to have cervical screening in the UK, ideally linked to a trip you are making anyway, this may be organised through HEALIX or DPHC.

The CEP should be forwarded any results in order for the basics to be entered on the national screening system.

Pregnancy/Health Visitor

It is important that you let HEALIX know of your pregnancy in order that you can be linked into the local service. Ensuring your baby is registered with us will allow the CEP and HEALIX to ensure you are supported after birth.

[Health Visitor - Facebook Page](#)

Riley, Kerry Mrs (UKStratCom-DMS-DPHC-MON-HV) <Kerry.Riley997@mod.gov.uk



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Secondary Healthcare

Referrals to Hospital / outpatient clinics

Should a GP refer you to another clinician, please make sure you let HEALIX know as soon as possible.

All referrals require approval prior to arranging an appointment at the hospital. This is partly to allow you to obtain a UK perspective on the treatment plan and also to ensure that billing is organised with the provider. Once approved, HEALIX will contact you to send you a guarantee of payment letter.

If your hospital clinician recommends surgery or any other significant intervention, you should contact HEALIX following the appointment to ensure the plan is authorised, safe, coherent with UK NHS standards. They will support you in arrangements and payment.

Please send any reports or invoices relating to approved hospital care directly to HEALIX.

Consultant Advisors and Clinical Review

If a specialist recommends surgery or other significant treatment which may have an impact on your operational fitness, Defence Consultant Advisor (DCA) opinion may be sought. DCAs are military clinical specialists who provide decision support in terms of ensuring treatment is in line with UK best practice and also advising on any impact on occupational fitness.

Should the DCA decide that your long-term care prospects may be best served by a different approach, a referral to a UK-based team may be recommended.

The CEP runs multi-disciplinary team meetings weekly between the doctors, medics, nurses and, if required, UK physio or health visitor. This allows management to be discussed as necessary between an experienced team. We recognise it can be challenging to have care overseas in a different language and culture. The aim is always to ensure that your treatment is safe, effective and in line with NHS standards.



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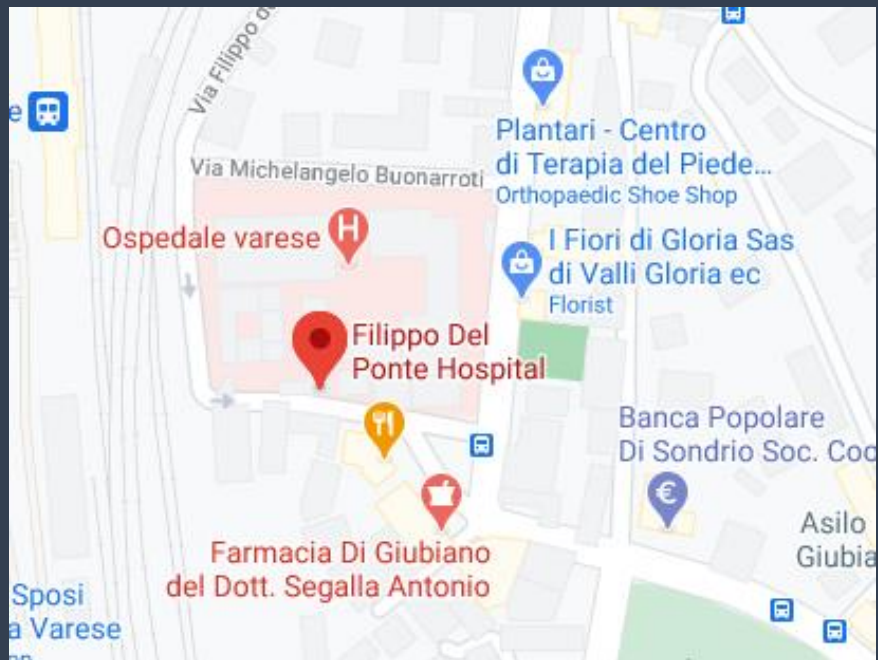
Main Hospital sites

Varese Hospital
Viale Luigi Borri, 57
21100 Varese VA
+39 0332 278831

EMERGENCY NUMBER IS 112



Varese Paediatric Hospital
Filippo Del Ponte, 19
21100 Varese VA
+39 0332 299111



Useful Words:

- Dolore – Pain
- Febbre – Fever
- Infiammazione – Inflammation
- esame de sangue – Blood Test
- campione di urina– Urine Sample
- Pagamento – Payment
- Esame– Test
- Appuntamento – Appointment
- Risultati– Results



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Big Word

The Big Word is a Medical interpretation service provided for use by Central European Practice (CEP) supported personnel and families. This service is a Medical interpretation service and cannot be used for any other purpose. If personnel or families use this service, they are to contact the CEP as soon as practicable either by email or telephone (above contact details) to ensure that the usage is recorded. This service is specific to Italy.

How to Access The Big Word Medical Interpretation Service in Italy:

1. Dial: 0044 (0) 113 212 4116
2. Enter the access code: 77451265#
3. Enter the Language code (Italy): 995#
4. Once connected take note of the interpreter's ID number for reference.
5. If you have any problems accessing the service please contact The Big Word customer services at 0044 (0) 800 757 3025.
6. Please remember to inform the CEP that you have accessed the service and provide the interpreter's ID number.



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Dental Care

All SP are to ensure they are seen by a DPHC(Dental) clinic, and they are dentally fit before taking an assignment abroad. All MOD personnel and entitled dependants are to ensure they have had a dental examination and all associated treatment undertaken no more than 6 months prior to commencement of the SPs assignment. All routine dental treatment needs are to be completed before proceeding overseas. This is to avoid personnel with outstanding high-risk treatment being assigned overseas. With sufficient notice DPHC(Dental) staff will prioritise treatment to SP who are assigned to isolated locations.

Further information on Dental treatment overseas can be found in the following DIN: [2023DIN01-037](#)

A key change is that from 01 Apr 2023, the DIN now enables UK boarding school children and students to access routine dental care overseas during SCV's. Note: The Service parent or sponsor still has the responsibility to ensure that a child is dentally fit to spend an SCV in the area overseas and should ensure that any dental treatment required for their child is completed before a SCV. A child will, however, be eligible for routine dental treatment (see para 16, ser 2) at public expense during the visit.

Spouses residing in Italy with SP are also entitled to a yearly checkup. It is advised to request a cleaning during your annual checkup as it falls under the same band.

The UK contingent use a local dentist who speaks good English and provides a cashless billing service to UK SP and their families, the contact details are:

Dr Tritz
Via Como, 18 Varese
+39 0332 286 616
studiotritz@belsorriso.com



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Vehicles

Since the military community is spread out among various locations, with schools and housing located in Varese and Castronno a car is a necessity. For families with children in school, having two cars is highly recommended to allow flexibility in day-to-day tasks such as the school run.

Bringing a car from the UK is the most convenient option as you won't need to sell/store your current car and you can bring some essentials with you to have on your first day in country as your belongings may arrive after you have arrived in Italy. You will not be able to buy a car through a normal second-hand garage as you are not registered as a resident of Italy.

On arrival in Italy cars are required to be Armed Forces Italy (AFI) registered. This takes place at the Motor Vehicle Registration Office (MVRO) in Vicenza, a U.S military base. Only personnel who have completed the MVRO process and receive an AFI driver's license are permitted to drive their personal vehicle, therefore, spouses and dependents will be required to attend the registration process.

After completing the registration process, you will be eligible for tax-free fuel rations for one car. Fuel cards are accepted at 2 Italian petrol station chains, AGIP and ENI and are not valid outside of Italy.

In this area of Italy, you must have winter tyres fitted for the period of 15 November to 15 April as well as many other places within Europe. A winter tyre is one marked M&S, MS, M+S (for mud and snow), or with the three peak or snowflake symbol. Note that 'All-Weather' tyres marked with M&S are also acceptable. Most members of the contingent use the local garage Andrea's who give NATO discount on the tyres and will fit and swap you tyres over again for a reasonable fee.

You will also need to carry extra equipment in your car, such as reflective jackets for all passengers, a warning triangle and first aid kit. In addition, you will need headlight converter stickers.

Serving SP stationed outside of the UK can additionally benefit from tax-free car sales through companies such as [Forces Cars Direct](#) and directly from dealerships. In addition to saving the UK VAT, there are significant discounts which could save you thousands when purchasing a new car during your assignment. There are strict rules associated with export and import of vehicles that should be understood prior to making a purchase, more details can be found [here](#).



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Driving in Italy

Driving is probably one of the most obvious cultural differences you will experience in Italy. Within a short time, you are likely to encounter:

- An array of direction signs when you do not need them, or a total absence when you do.
- Drivers “cutting you up” without a glance.
- “Tailgating”, in streets and on motorways.
- The absence of indicators being used.
- The need to stop because the driver in front has decided, in the middle of the street, to chat with a friend or park illegally.
- Scooters, mopeds and cycles ridden erratically, dangerously and with no lights. This regularly includes driving the wrong way down one-way streets and ignoring traffic lights.
- A sounding of the horn or flashing of lights which DOES NOT signify them letting you go; it is a signal to warn you of their presence and that they will not be stopping for you.
- Flagrant use of mobile phones whilst driving (despite it being illegal).

However, unlike the south, drivers in Northern Italy are fractionally more disciplined and are more considerate of other road users, including cyclists. You will become accustomed to the driving habits and local interpretation of the rules, as with many thousands other expatriates, you will soon be driving confidently. In any event, whilst driving in Italy, be extra vigilant, and be prepared for the unexpected.

Children in cars:

Children under four cannot travel unless they use a suitable restraint system. Children between four and 12 cannot travel in the front unless using a suitable restraint/ car seat system.

Milan MALPENSA Airport



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Winter Tyres

Between 15th November and 15th April, it is a requirement to equip cars with approved chains, tyres that have the M + S symbol or winter tyres, which have this symbol plus a snowflake on the side.

In theory, the law merely requires the chains to be carried in the vehicle if winter tyres are not mounted, but anecdotal evidence suggests traffic police sometimes ask drivers to demonstrate that they know how to mount the chains and that they are the correct size.

M+S and snowflake marked tyres that bear a slower speed rating than the car's maximum speed must be removed for the summer season. Failure to do so by the 15 May deadline may result in a fine of at least €419 and up to €1,682, and the vehicle needing to undergo a roadworthiness inspection.

Speed Limit Specifics

Speed Limits	Motorway	Dual Carriageway	Secondary Road	Town
	130 km/h 150 km/hr	110 km/h	90 km/h	50 km/h
When wet	100 km/h	90 km/h	80 km/h	50 km/h



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General Rules

- Flashed headlights indicate that a vehicle is coming through.
- Priority to the right. Vehicles arriving from the right have priority unless a "yield" or "stop" sign intervenes.
- Driving in Towns.
 - Some roads in town are very narrow and there are no shoulders (your side view mirrors are at great risk).
- Trams always have priority.
- Most traffic lights are turned off overnight and are off in some areas all the time except in rush hour. During these times they will be flashing amber. Be careful because they are flashing amber for all approaches, not just yours and red in the other. Give priority to the right, irrespective of which of the 2 intersecting roads appears to have priority.
 - Turning left off main roads is often difficult or even forbidden, especially on main roads in towns. You may need to turn right first and then cross at lights, or turn off at a later exit, turn round, and then approach from the opposite direction.
- Motorway Driving:
 - Driving needs particular care because of the speed of traffic.
 - Keep out of the fast lane unless overtaking.
 - It is illegal to overtake on the right.
 - Headlights must always be on.
- Mandatory Documents and Equipment: In Italy it is compulsory to carry:
 - Driving Licence – EU and AFI
 - Vehicle Registration documents
 - Insurance documents
 - Warning triangle ("triangolo") and reflector jacket (x1 per passenger).
- Advisory Equipment: It is also strongly recommended that you always have with you (in case of accidents, breakdown, or major incident):
 - Mobile phone
 - Disposable camera
 - Translation sheets and phrasebook
 - First aid kit



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Toll Booths

Tolls must be paid on most of Italy's autostrada at an average rate of about €0.05/km. Some minor tolls are totally mechanised to take either one of the 4 forms of payment (be sure to get into the appropriate lane for your payment method when approaching the tolls):

Cash

At some locations, a fixed toll is paid straight away, at others, tickets are issued for subsequent payment when leaving the motorway. Avoid losing your ticket or entering an autostrada without one for whatever reason, unless you are sure there is a strike on. Should you do so you will be charged on exiting for the longest possible distance on that motorway. If you have a valid excuse, pay the correct amount (not the full amount) then send the payment slip and an explanatory letter to the autostrada company. Remember that cash is collected on the left-hand side of the car!

Credit and Bancomat Cards

These can often be used, but check the signs at the entrance to the lane, because it is almost impossible to change lane if you are followed in. Press the Help button if necessary, but do not leave your car. The system will photograph your number plate, issue a ticket to be paid later, and let you drive on.

Telepass

For daily motorway travellers in a hurry, Telepass is the quickest way, especially if you have a right-hand drive car. When this small device is fitted, payments are debited automatically from your Italian bank account as you pass through the toll. They remove the necessity to stop and to lean across to pay when travelling alone in a right-hand drive car. Although these devices are not transferable between cars unless they are registered (up to 3 cars per family account) it is easy to change details using the Telepass App. It is worth acknowledging that the charges are deducted from your account every three months or up to €250. When setting up your bank account, ask to link your Telepass directly to the account, and they will provide you with the paperwork to take to the Telepass offices on the autostrada. The Telepass app is also available to assist should you have any other queries or wish to purchase other services e.g. breakdown assistance.



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The Work Commute

It is advised that families are best served by having two cars, allowing the military personnel to travel independently to and from work, whilst providing the spouse with mobility during the day. This is not essential, but does give the spouse more freedom, without being totally reliant on School and Public transport. It is usual that you will have to travel through a toll to reach work (approx. €1.60 each way). It is possible to claim these toll charges back (this will be covered upon your arrival when you register at the NSE). You will automatically receive Home to Duty allowance, depending on the length of your commute.

Vehicle Ownership

Although the Italian public transport system is generally cheap and efficient it is essential that you have your own private means of transport. Indeed, given the distances involved between houses and barracks, you might like to consider having two modes of transport (see above).

Tax Free Purchase

Whilst you are here you may purchase tax-free vehicles from the UK. Ensure you follow the dealer's guidance concerning import regulations. Following the UK leaving the EU in January 2021, if you have purchased a vehicle tax free you will need to reregister the vehicle. This can only be done once the vehicle is within the UK. [Transfer of Residence \(TOR\) Relief](#) – Personnel need to make an online application to the TOR team and once this has been agreed, then send the appropriate paperwork with the TOR Reference Number to the Cars Team sent to:

HM Revenue & Customs, Car Team, Level 3, Erskine House, 20-32 Chichester Street, Belfast, BT1 4GF.



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When the application is sent to HMRC you are to include **copies** of the following support documentation:

- NATO ID
- Passport
- Current registration documents
- Invoice (if you have it)
- It is not essential, but include any copies of the original UK registration documentation that you may have (i.e., a copy of your old V5 or VX302)

For vehicles 6 months old (or less) and/or have completed 6000 kms (or less) they are also to include a tax exemption certificate from the country that the vehicle is being exported. For those within Belgium or anyone uncertain where to obtain the certificate, please liaise with EJSU Vehicle Registration officer (EJSU-VehReg@mod.gov.uk).

The application will be processed within 48 (working) hours of being received by HMRC. They will email the EJSU Vehicle Registration officer once the application has been processed with the Clearance Number. In addition, they will attempt to inform you by phone and send a letter confirming to your UK address.

DVLA:

Once HMRC NOVA confirmation is received, you can proceed to register your vehicle with the DVLA using form V55/5. For vehicles in excess of 3 years old, an MOT must also be carried out prior to the Form V55/5 being sent. To MOT the vehicle please request that the inspecting station use the vehicle chassis number as opposed to the European vehicle registration number. The Form V55/5 can be downloaded from the DVLA website:

• https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/735691/v55x5-application-for-first-vehicle-tax-and-registration-of-a-used-motor-vehicle.pdf.



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International Driving Permit (IDP) and UK Driving License Update

Your UK driving license is valid for driving in Europe, you do not need to apply for an IDP. However, it is a requirement for you to change the address on your UK driving license to the BFPO address of your posting. For NRDC-ITA this is: UGO MARA CASERMA, BFPO 61

UK NSE Vehicles

There are two vehicles available to UK Contingent personnel for UK business only. This can include Med, Dental or AT if authorised by GSO.

As part of Duty Officer requirements, you will obtain an FMT600 from the Naples MT Manager through the NSE.

To receive the FMT you are required you are to ensure that your MyDrive data is up to date including a European Matrix Test. You will also need to change your MyDrive Hub to Milan (Naples) – This can be found in Defence Gateway – See the NSE for help if required.

Allied Forces Italy (AFI) Registration & Inspection

On bringing your car(s) from UK, you will need to register the car(s) under American Forces Italy (AFI) regulations if you wish to make use of the tax-free fuel and road tax exemption facilities run by the AFI. However, you will receive these benefits only for the first car you register. Your second car can be registered at Vicenza, but is not entitled to tax free fuel, and a Road Tax will be levied on the car. Each family is entitled to run one car on duty free fuel and oil using a fuel card that can be used at AGIP/ENI garages.

AFI registration is the recommended option as it avoids direct involvement with the Italian systems for registration and inspection. At present registration and inspection is undertaken through the US at Vicenza. A Full guide to Vehicle Registration at Vicenza will be given to you on arrival.

[20230516-Vicenza Pass and Car Registration Process-1.docx](#)



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The first time you register a car at Vicenza, regardless of age it must go through an inspection on the US Base at Vicenza. All vehicles must be re-registered on an annual basis. If the vehicle is over 4 years old, it will need an inspection, which is done free of charge at Vicenza. Vicenza will also accept the Italian equivalent of the MOT (revisione), which can be done locally at approved garages. Although you have to pay for this, it may be a better option for those with older cars, who do not want to run the risk of driving to Vicenza only to find that it fails the free inspection and needs work doing to the car.

The Vicenza car registration office/Inspection Bay is off base near Caserma Ederle. The Driving Licence Office is on camp. Registration costs around \$5 and €30 after which you will be issued with your registration document, fuel ration card and AFI number plates which are identical to Italian civil number plates. You can get dollars from the cash point on camp in Vicenza.

A second or third vehicle may also be registered on the AFI system but will attract Italian road tax (cost dependent on the HP of the car). As an example, a Kia Piccanto (small car) is roughly €128 per year.

De-registration is quite a simple process, but you must take care to hand back the number plates.

Vehicle Insurance

Third party liability insurance is compulsory in Italy. You must carry the insurance documents and the green card in your vehicle. Car insurance policies are generally issued for one year and several months' notice must be given to cancel a policy. There is a "bonus-malus" rating index which is like a no-claims bonus.

It is up to individuals to choose insurance for their vehicles, but advice can be obtained from the NSE.

Companies currently being used by contingent members include:

- Geico (geicovicecenza@hotmail.it or call 0039 0444 305052) and
- Italian Company Vittoria which has an office in the barracks.



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Registration with Italian Civil Authorities

If you decide to register your vehicle with the Italian civil authorities you must provide your vehicle registration document, insurance policy card and your driving licence.

Licence plates are valid as long as you have the car. They belong to the car, not to its owner. They can be obtained at the Automobile Club Italia (ACI) or through the "Ufficio della Motorizzazione". The procedure is easier at ACI. You will need to take a stamped ("bollata") copy of your residence.

All motor vehicles must have an inspection ("revisione") once they are 10 years old, and then every 2 years thereafter. Deadlines for inspections are posted by the "Ufficio della motorizzazione e trasporti in concessione" and vary according to licence plate number. Cars over 5 years old must be tested for fume emissions (even with older type catalytic exhausts). This is obtained from authorised "officine" who then fix the so-called "bollino blu" on your windscreen. The frequency for such inspections may change so check with your local garage.

Train

Due to its proximity to Milan, Varese and its surroundings are well served by rail and Brits are often delighted at the cheaper fares.

There are three types of train in Italy: the **Frecce** (also referred to as 'ES') or **Treni Eurostar Italia** trains serve most major cities, are seriously fast and enforce a policy of mandatory seat reservations (apparently). Then there are the **Intercity** trains, still relatively fast and run the length of Italy, stopping at cities and large towns. And finally, the **Regionale**; local trains that are relatively cheap but notoriously busy during commute hours. Booking tickets can be done at the station or, for Frecce and Intercity trains, online at <http://www.trenitalia.com>. The only crucial thing to note is that proper tickets (as opposed to the internet print-offs) must be validated before you embark at one of the green and white (or sometimes yellow) boxes. This will stamp your ticket with the time and date of first use and return the ticket to you.

Bus

Varese is served by an extensive provincial bus service. It is possible to travel to the city by the state buses from Milan and from other cities in the region.

Taxi

You will find taxi ranks at airports and in the center of Varese, but taxi services in provincial and rural areas are rare and expensive. A reservation would be recommended. Taxis are more expensive than the UK.



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Driving in Switzerland

As we are very close to the Swiss border it is important to make sure that you have purchased and displayed a vignette. A vignette is a sticker that you need to attach to the inside of your car(s) windshield. It is obligatory to have the vignette if you wish to drive on the Swiss motorways. They can be purchased online (<https://swiss-vignette.co.uk/product/swiss-vignette/>), at the border or at petrol stations in Switzerland. The cost is CHF40. If you have a trailer or caravan you will be required to purchase additional vignettes.

The vignette is valid for a calendar 12 months regardless of when it is purchased. There are no daily, weekly or monthly vignettes.

Mechanics and Garages

Many of the contingent use Andrea's Garage in Galliate for routine car maintenance and changing tyres. Contact Andrea through WhatsApp is easiest. He is very reasonably priced and tries hard to fit in appointments quickly.

Via Belvedere 22, 21020 Galliate
+39 349 672 4410



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Useful Vocabulary

I am English and I can't speak Italian. Do you speak English?

Sono inglese e non parlo italiano. Parla inglese?

Can you please phone the Carabinieri/for an ambulance?

Può telefonare I Carabinieri/un'ambulanza?

There are some casualties.

Ci sono _____feriti.

The car is on fire.

La macchina è in fiamme.

Can you be my witness?

Può essere il mio testimone?

Please do not move the cars!

Non muova le macchine!

Have you got a safety triangle?

Ha il triangolo?

May I have your insurance details?

Posso avere I suoi dati dell'assicurazione?

What is your name? My name is...

Come si chiama? Mi chiamo...

VOCABULARY

Policy number:	Numero di polizza
Insurance company:	Nome dell'assicurazione
Name:	Nome
Surname:	Cognome
Address:	Indirizzo
Telephone number:	Numero di telefono
Mobile:	Cellulare
Driving license:	Patente di guida
Identity card:	Documento d'identità



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Air Transport

Milan has three airports: Malpensa (MXP), the second biggest in Italy due to the sheer number of passengers and Linate (LIN), which covers short and mid-range national and international flights. Both are well connected to the city Centre and the rest of the province by trains, bus and taxi. Furthermore, they offer tourist information offices, car rental services, quality shops and restaurants for whoever has to spend more time at the terminals.

The third airport is Orio Al Serio (BGY), close to Bergamo, about 50 km from Milan, served by several shuttle buses. Several airlines fly to Orio Al Serio, both from abroad and domestically, especially low cost airline companies. Orio Al Serio is smaller, but still has a duty free area, lounge, food court and a convenient outdoor parking space. There is also a parking area with shuttle service close to the airport.

Milan Malpensa Airport (MXP)

Milan Malpensa Airport is Northern Italy's most important international air hub. It is located 48 km northwest of Milan and can be easily reached using both public transportation (bus and train) and private means. The airport has two terminals with a free shuttle service between the two terminals, active 24 hours a day, passing every 7 minutes during the day and once every 30 minutes during the night.

Milan Linate Airport (LIN)

Milan Linate Airport is 7 km from downtown Milan. It is well connected via public and private transportation and offers plenty of services.

Bergamo Orio Al Serio Airport (BGY)

Bergamo Orio al Serio International Airport is 45 km away from Milan and can be easily reached from any part of the region.



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Pets

Northern Italy is a very pet friendly part of the world and well-behaved dogs are generally welcome everywhere. From public transport to restaurants and shopping centres it is common to see dogs out with their owners.

You need to inform DIO staff if you intend to bring pets with you. This is because some contracts with Landlords state that they do not wish to have pets in their property. DIO would advise you to make yourself familiar with the requirements of being a pet owner in SFA as per JSP 464 Vol 1, Part 1, Chapter 6.

There are English speaking vets in Varese, the following are recommended:

- Centro Veterinario Varesino, Via Sanvito 103, 21100 Varese, Tel 0332 222 804
- Clinica Veterinaria Castronno, Via Piave 1/C, 21040 Castronno, Tel 033893126
- Dream Dog Resort – Via Scogno 5/a, 21030, Marchirolo. Tel +39 349 303 6680
- Candy Dog – Via Liberta, 9, 21010, Besnate VA. Tel +39 366 503 3448

Insurance

Your personal/accident/household insurance company should provide 3rd party liability cover against the possibility of your pet causing damage or an accident, however, some have encountered difficulties insuring pets in Italy. One company, which does offer cover, is Agria, www.agriapet.co.uk, however, please note, Agria will not insure dogs over 8 years old, however they are accustomed to dealing with the Armed Forces.

Pet Registration

Personnel who have come from the UK with a cat or dog will need to ensure that their pet is registered with their commune. Your Italian vet may offer to do this for you. If they are unable to do so, you will need to take a trip to the ATS Insubria Distretto Veterinario Varese Nord. Registering your cat or dog and receiving an Italian pet passport will cost you approximately 20€. They operate a walk-in service so try to arrive by 09:00 or you may be in for a long wait! If you don't speak Italian it is good idea to have Google Translate loaded on your phone.

You will need to take with you:

- All your pet's documentation
- ID
- Proof of Address



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Vets in Varese Address:

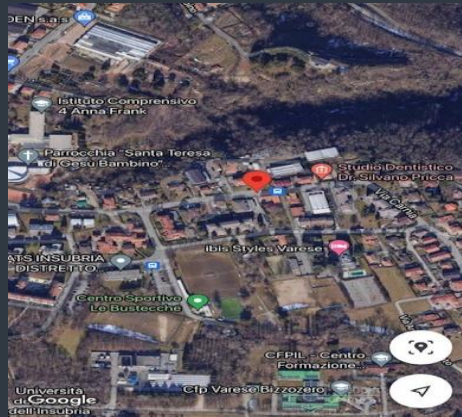
Distretto Veterinario Varese Nord

Via Osoppo, 12

Varese

Tel: +39 0332 333681

veterinariavarese@ats-insubria.it



Kennels and Catteries

Below are some suggestions which are used by the UK Contingent:

<https://www.facebook.com/dreamdogresortMarchirolo>. Well worth the drive for excellent dog boarding facilities. Responds quickly on messenger. Requires a worm test and an initial 2-hour assessment session before they will take new dogs.

Martina Ossolo at: Bodio Tel. 347 1539 867 or www.dogsittervarese.it or Facebook at Dog Sitter Varese

Angelo Picoco at: Barrosa/Gavirate Tel: 348 7597 044 or Facebook at Stefania at: Via Al Monti 30, Bisuschio, (Pogliana) Tel: 333 4994 560.

Gloria Trolli at Bodio Lomnago Tel: 331 6656 146 / trolli.gloria@alice.it

Dogs at Work

It is not permitted to bring pets into the headquarters without prior permission, and it is very rare for anyone to do so. If an animal is seen on camp, the Carabinieri (police) will most likely want to see the registration.



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For welfare issues there is a qualified Welfare Officer based at the European Joint Support Unit (EJSU) in Mons, Belgium, who has access to the full range of welfare agencies. In the first instance however the WOIC UK NSE or the Community Liaison Officers should be contacted.

SHAPE Welfare Officer: 0032 (0)65 44 52 34 / 8082 / 6733

SHAPE Padre: 0032 (0)65 44 53 46

Army Welfare Service (AWS): 0044 1904 882053

AWS provides a confidential non-discriminatory support service to assist with the challenges that arise in personal and service lives.

Alcoholics Anonymous: 0044 (0)800 9177 650

Offering support and guidance on alcohol dependency and sobriety.

<https://www.alcoholics-anonymous.org.uk/>

Childline: 0044 (0)800 1111

A confidential, free, 24-hour service for children and young people under the age of 19.

<https://www.childline.org.uk/>

Combat Stress: 0044 (0)800 138 1619

Support & treatment to former members of the British Armed Forces who are suffering from a range of mental health conditions.

<https://www.combatstress.org.uk/>

Cruse Bereavement: 0044 (0)808 808 1677

Cruse Bereavement Care and its counterpart Cruse Bereavement Care Scotland are the United Kingdom's largest bereavement charity, which provide free care and bereavement counselling to people suffering from grief.

<https://www.cruse.org.uk/>

Macmillan Cancer Support: 0044 (0)808 808 0000

Provides specialist health care, information and financial support to people affected by cancer

<https://www.macmillan.org.uk/>

Money Advice Service: 0044 (0)300 500 5000

An organisation that provides free and impartial advice on money and financial decisions

<https://www.moneyadviceservice.org.uk/en>



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SSAFA: 0044 (0)800 731 4880

The Armed Forces charity, is a UK charity that provides lifelong support to serving men and women and veterans from the British Armed Forces and their families or dependants.

www.ssafa.org.uk

The Samaritans: 0044 (0)116 123

Is a registered charity who provide emotional support

<https://www.samaritans.org/>

Step Change: 0044 (0)800 138 1111

The UK's leading debt charity to get expert debt advice and fee-free debt management to help you tackle your debts

www.stepchange.org

Veterans UK: 0044 (0)808 1914 218

Veterans UK is part of the Ministry of Defence and is a dedicated support organisation for service personnel, veterans and their families

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

Veterans Gateway: 0044 (0)808 802 1212

Access to a network of organisations, for veterans and their families to connect to for help, advice and support

<https://www.veteransgateway.org.uk/>

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

Victim Support: 0044 (0)800 724 3176

Victim Support is an independent charity in England and Wales that provides specialist practical and emotional support to victims and witnesses of crime.

crt.bfsws@coreassets.com

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

The list of welfare and Support services is not exhaustive and not endorsed by EJSU , other Welfare Support &Charities are available.



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QR CODES TO HELP



To find more about or to access help from these charities and organisations just scan the QR code on your private mobile phone – and don't forget that support is also available through your Chaplains, the EJSU Welfare Team and other people around your location.

Medical/Health

Talk to Frank
Everything you need to know about drugs, their effects and the law.

Samaritans
Support for those with suicidal thoughts.

Combat Stress
UK's leading charity for veterans' mental health issues.

Contact
A group of charities working with the NHS & MoD to make it simpler to find support with mental wellbeing.

Togetherall
Supporting those with mental health issues 24/7.

Alcoholics Anonymous
For those seeking strength and support through for alcohol related issues.

Al Anon
Supporting the families and friends of those with alcohol issues.

Anxiety Network
Helping those with panic disorder, generalised anxiety disorder and social anxiety disorder.

PTSD Resolution
Help for Veterans, Reserves and Families who are struggling to reintegrate into a normal work and family life due to trauma suffered during Service.

Cruse
Bereavement support.

Military Charities

SSAFA
The Armed Forces Charity. Providing welfare, health and support services to serving personnel, veterans and their families.

RAF Benevolent Fund
Financial Support to the wider RAF Family.

Army Benevolent Fund
Financial Support to the wider Army Family.

Royal Navy Benevolent Trust
Financial Support to the wider RN Family.

Whether you are serving, CS or a dependant - to contact the EJSU Welfare Team just send a form via EJSU Net:

www.ejsu.net/welfare-referrals/

UK Government
Huge resource for pensions, claims, mental health support, medals and more.

There's no need to struggle alone – follow one of these codes, contact welfare, have a brew with the Padre, call a friend, chat with your Head of Location... it doesn't matter who, be brave, take the next step, have a chat.

RBLI Lifeworks Royal British Legion's support for finding jobs.

Domestic Violence & Abuse

Mankind
Providing support to MALE victims of domestic violence & abuse.

Women's Aid
Providing support to FEMALE victims of domestic abuse.

Stonewall
Support to LGBTQ+ victims of domestic violence & abuse.

Respect
"Are you hurting the ones you love? Choose to stop!" ... for advice contact the Respect Phoneline.

Divorceaid
Support for those going through the divorce process.

Financial

Gamcare
Supporting those with gambling issues.

Joining Forces
A credit Union providing cheap loans.

StepChange
Free debt advice & solutions.

Whoever you are in our community, to arrange to chat with your Padre/Bish just email us and we will be in touch:

EJSU-J1-Chaplaincy@mod.gov.uk

It's good to talk. Living overseas can be daunting and as well as the opportunities it offers; it can also create doubts, dilemmas and distress.

It can be a time when what we think about things: ourselves; our lives; our families; what really matters; may be at the forefront of our minds.

You may be trying to hold everything together and might welcome the chance to chat with someone who doesn't keep records or make notes. We all need help at some time or another. **It's good to talk.**

Whatever your circumstances and beliefs, and whether you are Army, Navy or RAF, a Civil Servant or a dependent - **Chaplaincy is here for you... in confidence.**

I may not be local, but we can always talk.

Based in SHAPE your Chaplain is
Padre David Norfield



Email:

david.norfield100@mod.gov.uk

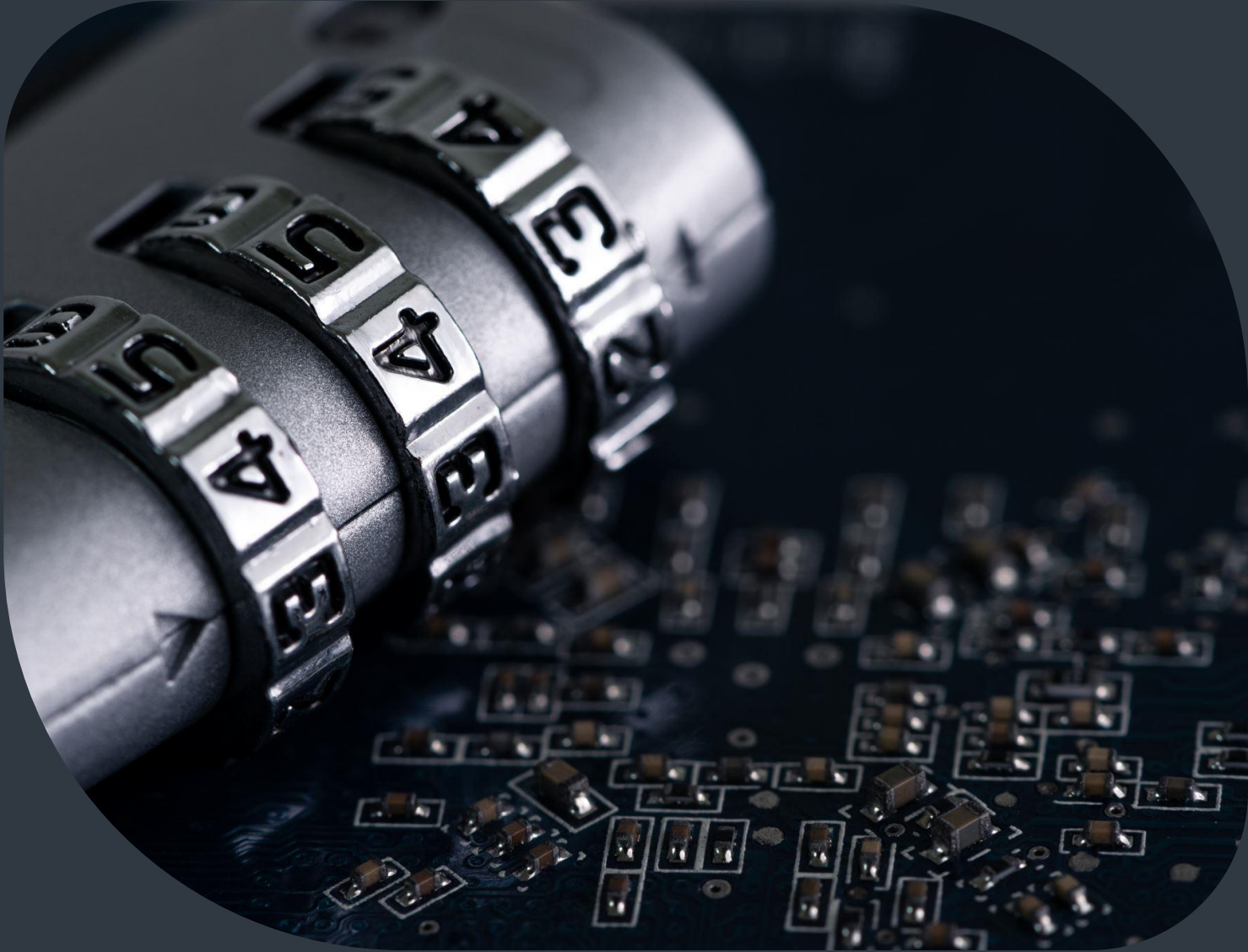
Call:

+32 470 66 45 82



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The information in this section has been compiled by J2



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Usually, and in broad terms, the security threat in Northern Italy is not markedly different from that encountered on the UK mainland. Nonetheless one must never be complacent, the risk can change - not just over time but according to geographic, national and personal circumstances.

For these reasons, a member of the UK Contingent has a security-related appointment with specific terms of reference. This appointment is a UK Contingent Security Officer – usually SO1 level. He or she will keep you informed on the security situation and recommend counters to the threat.

If you have not received a formal UK security briefing within 10 working days of your arrival it is your duty to contact the Security Officer to arrange one, regular updates are available on the NS LAN with any security threats in the area.

You may have heard horror stories from people serving in the Naples area where theft of cars and personal items are common. The situation is much better in Northern Italy. However, crime does exist and obviously you do have to be aware of security, especially when visiting established tourist routes and sites and when leaving your home unattended for any period.

Petty theft is common so do not leave belongings exposed, and never leave valuables on display in the car. Watch out for pickpockets in busy areas, they are competent at their work!

You will also encounter beggars, again from Eastern Europe, at traffic lights. They are not aggressive and take refusals in their stride. They are part of the scenery now across Europe and you should treat them as such.

Italian Security and Police Organisations

In Italy you will quickly notice the various security agencies that include the Carabinieri, the state police (“Polizia di Stato”) and the financial police (“Guardia di Finanza”).

The role of the Carabinieri encompasses tasks undertaken by the UK military police and, to a degree, the security-section related tasks of the Int Corps. Several posts within the HQ are filled by Carabinieri which greatly assists liaison links with the UK Contingent. We provide the Carabinieri with all our hiring addresses, and these are passed onto local police forces.



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Postal Services

NW Italy



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Post & The BFPO System

The correct mail address is:

Title, initials, name
HQ NRDC-ITA
BFPO 61
BF1 2AY

Please be aware that BFPO 61 is an un-manned FPO and does not provide counter services. The NSE collects post and can send standard sized **LETTERS** back to the UK, providing they are correctly stamped with Royal Mail stamps. It is up to individuals to purchase stamps when back in the UK (or via friends/relatives, etc.), alternatively, sheets can be brought online (<https://shop.royalmail.com/>). It is not possible to use the Royal Mail pre-paid service for BFPO.

BFPO cannot send **PACKETS** or **PARCELS** of any description unless it is a pre-paid return parcel. As we are a limited no counter service we are unable to provide proof of postage certificates, for this you will need to use the local postal service or a courier service at your own expense. Parcel mail must be sent out on the local Italian service or with friends going back to UK. The Italian postal service is reliable, but it is expensive; LOA takes this expense into account.

In addition, stamps (francobolli) are not only available at post offices, but at most tabacchi (tobacconists—any shop marked with a white-on-brown "T" sign), and many newsstands. There are a few basic steps that might help your parcel meet its destination:

- Make your parcels look as boring as possible. Slip colourful packages into buff brown ones.
- Where possible, send to a business address as it implies boring contents.
- Box it to disguise obvious items, DVDs, CDs, clothes, etc.
- Try to declare as low a value for your item as you feel comfortable <25Euros. Some feel declaring items as Used Goods ('Beni Usati') is also a helpful deterrent to sticky fingers.
- Consider using printed labels (handwriting implies 'personal', 'gift', 'money').
- Never, ever, send cash.
- There is always DHL! Sendmybag.com is very popular and usually delivers within 5 working days.

Please be aware that BFPO does NOT operate a guaranteed time service and cannot be held responsible for perishable items.



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BFPO after 01 January 2021

With the UK leaving the EU, restrictions have been placed on the BFPO service. It is important to remember that items being sent from the UK to your BFPO address must have correctly completed customs forms attached.

Additionally, charges may apply depending on the items that are being sent.

Please see the below websites for more details:

<https://www.gov.uk/guidance/british-forces-post-office-services>

<https://www.gov.uk/goods-sent-from-abroad/gifts>

<https://www.gov.uk/goods-sent-from-abroad/tax-and-duty>

As the UK is no longer an EU member country it is also important to be aware of what cannot be sent to Italy from the UK: Please see the website below for more details:

<https://www.royalmail.com/sending/international/country-guides/italy>

The fastest way of buying goods online or through the post, is through Amazon Italia and other Amazon services based in Europe. Amazon Italia provides a reliable service and delivers to home address in Italy. <https://www.amazon.it/Italia/s?k=Italia>



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Language Info

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Language Courses

Living in Northern Italy, with its unfamiliar customs, regulations and infrastructure, has its frustrations. The greatest of these is a language barrier as surprisingly little English is spoken locally, particularly in shops and among the older generation.

€100 is available to support language training in-country. It is therefore strongly recommended that you try to learn a few phrases before you get here. As a very minimum, buy a phrase book and practice. Also, free online language training is also available (eg Duolingo) and can be a good way of learning the basics.

Subsequent language opportunities very much depend on your personal situation and interest. The CLO can advise you on the enrolment procedures for the three main options: -

- Centro Provinciale di Istruzione per Adulti (C.P.I.A.) This is a school run by “Communes” generally consisting of non-Italians for an exceptionally low fee (it is a requirement for immigrants wishing to access the Italian social security system).
- There are also private language schools offering lessons at commercial rates.
- NATO Italian Women’s International Community (NISIC). Open to every spouse/partner who holds a NATO ID card). Classes take place twice a week at the Barracks, at both beginner and intermediate levels at the cost of approx. €50.
- Rosetta Stone courses can be funded with the use of your SLC through the education centres.
- The internet – the BBC Learning website (www.bbc.co.uk/learning) being a recommended starting point
- Private arrangements – Juliet Araceli delivers one to one and small group language training at a personal cost. (juliettearaceli@hotmail.com)



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English	Italian	How it's pronounced
Hello!	Ciao!	Chow!
Yes	Sì	See
No	No	No
Please	Per favore	Pair fav-aw-ray
Thank you	Grazie	Graz-ee-ay
Thank you very much	Grazie mille	Graz-eemee-lay
Don't mention it / you're welcome	Prego	Pray-go
Good morning / good afternoon	Buongiorno	Bwon jaw-no
Good evening	Buonasera	Bwone-a say-ra
Good night	Buona notte	Bwone-a nottay
How are you? (singular, formal)	Come va?	Comay va?
How are you? (singular and plural, informal)	Come stai?	Comay sty?
How are you? (plural, formal)	Come sta?	Comay sta?
I'm fine, thank you.	Sto bene, grazie	Stow benay, grazee-ay
My name is ...	Mi chiamo	Mee key-amo
I'm English	Sono Inglese	So-know Een-glazy
I do not understand	Non capisco	Non capees-coh
I'm from ... (city / town)	Sono di ...	So-know dee ...
Pleased to meet you	Piacere!	Pee-ya-chair-ay
That's great / fine	Va bene	Va ben-ay
Sorry / excuse me (formal)	Scusi	Scoo-see
Sorry / excuse me (informal)	Scusa	Scoo-sa
I'm sorry (regret)	Mi dispiace	Mee dee-spee-a-chay
I understand a little	Capisco un po'	Capees-coh oon poe
I don't speak Italian	Non parlo Italiano	Non par-low ee-talyano
Please speak more slowly	Più piano, per favore,	Pee-oo pee-aknow, per favor-ay
Let's go	Andiamo	Andy-amo
Goodbye	Arrivederci	Aree-ved-erchee
Goodbye (informal)	Ciao!	Chow!



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NW Italy - Local & Location Info

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Location Details

Duty in Italy offers opportunities of a lifetime: travel, recreation, professional development, education, and a whole lot more. The key to enjoying a successful tour lies in remembering that living in Italy is not like living in the United Kingdom. The customs, culture and way of life here are significantly different than what you may be accustomed to. Accommodation is constructed differently; utilities are different; shopping, driving and dining are all different. Some people find this adjustment a hard one to make, but the key to a successful posting in Italy lies in your willingness to learn and adapt to the differences you will encounter here.

NRDC-ITA, Caserma 'Ugo Mara', Via per Busto, 20 – 21058 Solbiate Olona (VA)

The Caserma (Barracks) is situated off the A8 Autostrada, in Solbiate Olona, a small town adjacent to the larger one of Busto Arsizio. As shown on the map, the Barracks are 35km NW of Milan (pop. 1.3m) and 31km S from the city of Varese (pop 81,000), in the Lombardy region of Italy.

Climate

The climate in Italy varies considerably from the North to the South. The majority of the UK Contingent are housed in the Varese province in north western Italy and the climate in this area is known for its cold, dry winters and hot, humid summers (with mosquitoes). Temperatures vary from a winter minimum of -5 °C to 35 °C and above during the summer. Rainfall is heaviest in May and November and lowest during the winter months. Heavy snowfalls can also occur in winter.

This particular location of Italy and the weather in the region offers various opportunities for leisure activities ranging from sunbathing at the lake in the summer to skiing in the Italian and Swiss Alps in the winter.

Translation Assistance

Invariably your Italian work colleagues will be willing to assist you for most other requirements (e.g. booking hotels and holidays) and there are also several software packages available to assist with translation - noting Google Chrome will translate web pages.

For medical translation we have access to 'Big Word', a direct translation service when dealing with medical matters. You will be briefed on this further on arrival.

We also recommend 'Google Translate'... it serves many of us well!



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The Duomo Milan

Milan's most popular square is home to the Duomo, the city's cathedral and is the heart of the city. The rectangular square covers 17,000m² and is surrounded by several important buildings. This area has been the focal point of the city since the Roman era then in 1859, when the cathedral was nearing completion, the city held a competition for the best design for a square in front of the cathedral. Giuseppe Mengoni's design was chosen, with grand buildings surrounding the square. Leading off of Cathedral Square is Via Mercanti which runs to the Piazza Cordusio and the covered Galleria Vittorio Emanuele II arcade connecting the square with Piazza della Scala.

The Last Supper

If you're visiting Milan, the Last Supper (L'Ultima Cena) by Leonardo da Vinci is a must-see. The sublime work of the Italian genius, is now preserved in the monumental Unesco heritage complex at Basilica Santa Maria delle Grazie. It is one of the most studied and imitated masterpieces in the world, but it is also one of the most mysterious and discussed paintings from the Italian Renaissance.

Lake Como

Lake Como, also known as Lario, is a lake located in Lombardy, Italy. It is the third largest lake in Italy, after Lake Garda and Lake Maggiore, and has an area of 146 sq km. The lake is at the foot of the Alps and offers picturesque sceneries. Its characteristic shape comes from the melting of glaciers combined with the erosive action of the ancient Adda river.

Lake Garda

The largest of Italy's fresh-water lakes, Lake Garda is located in northeast Italy. Tourists traveling here will find plenty of excursions and activities to keep them entertained year-round—everything from visiting hilly wine regions to exploring 14th-century castles. The towns and communities surrounding Lake Garda offer easy day trips from Venice, easily accessible by car or train. Major sights include the towns of Sirmione (which attracts most Lake Garda visitors thanks to its historic Rocca Scaligiera castle) and Riva del Garda (for the Varone waterfalls located nearby), as well as the region's hills, which offer numerous hiking trails for adventurous walkers.



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The Aperitivo

Whilst it is not a real dish the aperitivo is an important part of the culinary tradition in Italy. Around 6:00pm, Milan's bustling pubs and wine bars start to prepare for the aperitif, a northern Italian tradition commonly known as happy hour. The aperitivo consists of a drink, such as wine, beer, and classic cocktails like a spritz (sparkling white wine, a bitter liqueur like Aperol or Campari, and sparkling water) or Negroni (gin, vermouth and bitters liqueur). Meanwhile there is always food, such as meats, cheeses, vegetables, breads and other delicacies served on a small plate to accompany the drink.

Panettone

A historic Milanese dessert, eaten in Italy, especially during Christmas. The Milanese panettone unites the whole table and is beloved by all, The origins of panettone are ancient and lost to time. Local lore indicate the initial panettone may have been made with kitchen scraps. The recipe is simple, with few natural ingredients; flour, baking powder, orange, eggs and the inevitable raisins that makes the cake, a sweet famous worldwide.

Risotto alla Milanese

A first course that fascinates for its golden colour, delicious scent, and unique taste. One must be careful, however, not to confuse it with the "saffron risotto". The main ingredient is definitely saffron, but the real traditional Milanese recipe includes the use of beef marrow, fundamental to enrich the taste of the dish, and a dash of white wine. Famous and appreciated all over the world, risotto alla Milanese has a long history of flavours and continues today to be beloved by both the Milanese and tourists.

Fiorentina Steak

This is an enormous bistecca fiorentina, it's a T-bone steak cut thick (at least 5 centimeters) from the loin of a Chianina cow raised in Tuscany. It's cooked for 5 to 7 minutes on each side, depending on the thickness, until the outside is cooked and the inside remains very rare. No sense in asking for a medium-well done steak here, the meat is too thick to even think about it!

Arancini

Arancini (pronounced "aran-chini") are a Sicilian street food made of risotto that's rolled into a ball, stuffed, breaded, and gently fried. First comes the crispy outer layer, followed by a creamy risotto, and finally a center of melted cheese that stretches on for what seems like miles.



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UK Contingent Events

The UK Contingent organizes 3-4 annual Contingent events, most of which involve partners (e.g., Summer and Christmas Functions, Dinner Nights, Restaurant Evenings etc).

The Community Liaison Officer (CLO)

The CLO runs several informal partners' events and activities including coffee mornings, ladies' nights out, yoga, dog walking, book club and Friday Fizz. These events are dependent on the popularity and availability of the contingent at any one time. In addition, the CLO maintains an informal Facebook group page which is useful for information sharing. A WhatsApp group is also in place detailing the latest social events and up to date information.

Sport

NRDC-ITA HQ has a well-established Sports Committee and various clubs. They are and very good value, most can receive sponsorship from the HQ Morale and Welfare Fund. Currently, the in-barracks sporting facilities include a well provisioned gym, a 5-a-side football pitch and 2 tennis courts. Other clubs include, Mountaineering Club, Running Club, Tennis Club – just to name a few.

NRDC-ITALY SPOUSES INTERNATIONAL CLUB (NISIC)

NISIC is an association for spouses and partners within NRDC-Italy. It's a friendly and welcoming group; a great way to meet people across nationalities connected to NATO, share experiences in Italy and have fun along the way!

Signing up is free and there's no commitment - you can dip in and out of a wide range of activities, as much as you want and have time to.



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The Benvenuto International Club of Varese

This is an English-speaking ladies club, which meets in Villa Cagnola, Gazzada, usually on the 2nd Wednesday every month. The annual membership fee is €60. As well as the monthly coffee morning numerous other activities are organized including tennis, squash, a monthly library (a good source of English books), bridge, arts and crafts, Mothers and Tots and language exchanges (Italian, French and German). Free 'survival courses' to help newcomers deal with the Italian language in everyday life are also provided. Apart from the latter, all activities are in English. The club also organizes various outings, many of which are at the weekend or in the evening so families can be included.

Varese At Home

This Facebook group which is worth joining to swap recommendations/tips. There are various running, cooking, cycling clubs on Facebook which you can also ask to join.

Birbante

This is an international group consisting mostly of NATO members and their partners which meet up on a Wednesday from about 6:30 pm. This group is known for celebrating big holidays from every nation represented.



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Shopping in Italy is very similar to the UK in that you shop at Prada and Selfridges or Morrisons and Lidl - This is dependent on personal taste, style and budget.

For food shopping there you can go high end with stores like IPER and Esselunga or cheaper ones like Tigros and Lidl. It is a good idea to get store cards as these give discounts and offer promotions which can reduce your shopping bill significantly.

DIY shops in Italy are sporadic, however the popular choice is Leroy Merlin – which is equivalent to BNQ in the UK. Again, handy to get a store card for this shop as it also gives discount for being part of the NATO group.

Tax Free Shopping with Italian Companies

We are entitled to tax free shopping in Italy. However, the number of outlets willing to deduct tax is limited and is prescribed by our Morale and Welfare Agency (MWA), who establish bilateral agreements with these firms. The MWA organize tax-free purchases, which can be bureaucratic, and will involve at least two trips to the shop and the MWA offices. However, it is worth it for the purchase of large or expensive items. The MWA run a tax-free shop on Camp for Alcohol, cigarettes and perfume, the entitlement for which is rationed.



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