



A Family Guide to the MILITARY EXPERIENCE

Canada

GAGE

Three Access Points to Services

In person:

Local Military Family Resource Centre / Military Family Services OUTCAN



By phone:



Family Information Line
1-800-866-4546 (North America)
00-800-771-17722 (Europe)

By Email:

FIL@CAFconnection.ca

Online:

www.CAFconnection.ca

Record of Important Information

Information on Deployed Military Member

Complete Name: _____

Rank: _____

Service Number: _____

Military (Parent) Unit: _____

Occupation or Trade: _____

Unit deployed with, if different from Parent Unit: _____

Addresses During Deployment

Postal: _____

Email: _____

Name of Mission or Military Operation: _____

Important Telephone Numbers

Name: _____ Telephone: _____

Name: _____ Telephone: _____

Military Family Resource Centre / MFS OUTCAN contact:

Name: _____ Telephone: _____

Family Information Line
1-800-866-4546 (North America)
00-800-771-17722 (Europe)

Canadian Forces Member
Assistance Program
1-800-268-7708

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Greetings from Military Family Services



A Family Guide to the Military Experience is designed specifically for modern military families who are balancing the challenges of frequent relocations, separation and risk while maintaining the overall health and well-being of their whole family. It is intended for you—the spouse, partner, parent, grandparent, sibling and/or child of a serving member. It provides you with a general overview of the resources you need to plan and prepare for the lifestyle associated with service in today's climate, whether you are just entering the military family community, facing a deployment or a move or supporting a member who is transitioning out of the Canadian Armed Forces. Information about programs, services, contacts and other useful tips has been compiled for you and will serve as a helpful reference guide to available services should you need them.

Service to the Canadian Armed Forces, as you know, carries with it a range of duties and responsibilities that impact the entire family. Military Family Services is responsible for ensuring that the Canadian military family community is well supported. The foundation of family support comes from the Military Family Services Program which is in large part delivered locally by Military Family Resource Centres and through service points in the United States and Europe.

Together, Military Family Services, the Chain of Command and Military Family Resource Centres have one principal objective—to serve and support military families. Any member of your family can access a Military Family Resource Centre/MFS OUTCAN. Visit us online at (www.CAFconnection.ca) or call the Family Information Line at 1-800-866-4546 in North America and 00-800-771-17722 in Europe with any questions or concerns.

Thank you for your enduring support and dedication to the Canadian Armed Forces.



Military Family Services

Canadian Armed Forces Family Covenant



Canadian Armed Forces Family Covenant

We recognize the important role families play in enabling the operational effectiveness of the Canadian Armed Forces and we acknowledge the unique nature of military life. We honour the inherent resilience of families and we pay tribute to the sacrifices of families made in support of Canada.

We pledge to work in partnership with the families and the communities in which they live.

We commit to enhancing military life.





1

The Military Community and Lifestyle

The Canadian Armed Forces

A career in the Canadian Armed Forces is a commitment to protect and serve Canada. Military personnel selflessly rise to the challenge of protecting Canadians and Canadian interests at home and abroad. This requires a high level of support from families and loved ones.

The Canadian Armed Forces consists of three main operational elements—air, land and sea—and comprises four key groups:

- The Royal Canadian Navy
- The Canadian Army
- The Royal Canadian Air Force
- Canadian Special Operations Forces Command

The Canadian Armed Forces is a unique profession, a profession of arms that requires ongoing training to develop and refine combat and combat support skills. Outside of the Canadian Armed Forces, there are no positions comparable to that of a military member. As a result, all military personnel begin with basic training and, over years, career progressions come with practice and experience. Personnel are highly trained and are continually refining skills and gaining knowledge throughout their career. Ongoing training is a condition of service that takes the member away from their home and their family for extended periods of time.

The Canadian military has a rich history of providing support to the family community dating back over 60 years. It is guided by the Canadian Armed Forces Family Covenant, which both acknowledges the complex relationship between healthy families and effective warriors, and underscores the Canadian Armed Forces' moral obligation to those who stand by the side of those in uniform.

Regular and Reserve Forces

Canadian Armed Forces members can be either Regular Force members or Reserve Force members. Regular Force members work full time within the military and can be relocated and ordered on operational deployments at any time throughout their career. Reservists are Canadian Armed Forces members who have voluntarily chosen to devote a portion of their time to military service. They often serve weekends and evenings, and are not relocated or deployed unless they volunteer.

Regular Force

The Regular Force is part of the Canadian Armed Forces that serves full time to protect Canada, to defend North America in cooperation with the

United States and to contribute to international peace and security. Regular Force members are ready at any time to respond to a crisis or threat at home or abroad.

As full-time personnel of the Canadian Armed Forces, they receive a competitive salary, continuous support to advance in their careers, the chance to travel the world, and extensive tangible benefits including health and dental care, education and training, a generous leave allocation and a sound pension plan.

Families of Regular Force members are entitled to all the services and programs intended for families. Access points to services for families are detailed in Section 2.

Reserve Force

The role of the Reserve Force is to augment, sustain and support the Regular Force at home and abroad. Some Reservists serve full-time within the Canadian Armed Forces while others who have full-time careers in civilian occupations or are students serve part-time. Part-time Reservists serve a few evenings a week or on weekends at locations close to home. There are more than 100 communities across the country with Reserve units. In the event of a threat or crisis, Reservists may be asked to serve full-time as part of a mission in Canada or overseas, but the choice to go is always voluntary.

Reservists are employed in jobs similar to those of Regular Force members, working in the three elements and rank structure, and are trained to the level of and are interchangeable with their Regular Force counterparts.

Families of Reservists may need the same information, resources and support as families of Regular Force members, especially during times of deployment or absences. Access points to services for families are detailed in Section 2.

Reservist families have access to all mandated services of the Military Family Services Program. In addition, there may be special programs or activities initiated during periods of extended absence of Regular Force members, to which families of Reserve members also have access. Many family members of

Reservists may not live in close proximity to military bases/wings, and may not be able to attend programs or activities at military facilities. Outreach activities and initiatives play an important role in supporting Reservist families. More information is available through local Military Family Resource Centres, the Family Information Line (1-800-866-4546) and online (www.CAFconnection.ca). Information on family services is also available through the military member's Reserve Unit.

Training

The purpose of military training is to prepare members for the profession of arms in order to meet the demands and challenges of Canadian Armed Forces operations. The Canadian Armed Forces provides comprehensive training to develop and improve the knowledge, skills and abilities required by military personnel to perform their duties effectively.

Basic Training is the first exposure a new recruit has to military training. It provides knowledge that is common to all trades and elements, with an emphasis on physical and mental readiness and fundamental military values.

Following Basic Training, Canadian Armed Forces recruits continue both individual and collective training throughout their careers.



The Canadian Armed Forces is committed to providing its members with continuous professional development, responsibility for which is shared by Commanding Officers and individual members.

Length of Service

Enrolment in the Canadian Armed Forces requires recruits to commit themselves to duty, which is referred to as Terms of Service. There are three types of Terms of Service offered to Canadian Armed Forces members:

1. Variable Initial Engagement

When Regular Force members first join the Canadian Armed Forces, they sign a Variable Initial Engagement. This can range in length from three to nine years not including subsidized training or education. The length varies depending on the needs of the occupation, and the training time that is required for that occupation.

2. Indefinite Period of Service

After the Variable Initial Engagement has been completed, members who decide to continue their military career are provided with an Indefinite Period of Service (also known as Continuing Engagement). An Indefinite Period of Service extends service until the member is legally released or no later than their 60th birthday.

3. Intermediate Engagement 25 Year

An Intermediate Engagement is a fixed period of service in the Regular Force of 25 years of continuous service, followed by an Indefinite Period of Service until the member is legally released.

Relocation and Posting

Once initial training is complete and the member is ready to begin duty, a posting is assigned based on skill and occupational requirements. Although there is an effort to accommodate the member's preferred location where possible, it ultimately depends on where their skills are needed to best support the Canadian Armed Forces. The duration of a posting varies according to the member's occupation and rank, but Regular Force members can expect to move to a new location every few years.

Over the course of their careers, Canadian Armed Forces personnel serve throughout Canada, and in some cases, around the world. Postings may occur for a number of reasons including promotions, training opportunities, to fill high-priority vacancies or simply to enhance the member's diversity of skills and breadth of experience. All moves during a posting are paid for by the Canadian Armed Forces and administered through a separate relocation service in accordance with Canadian Armed Forces compensation and benefits policies. For more information, visit the Policies and Standards page (www.forces.gc.ca/en/about-policies-standards/index.page).



In some cases, military members may request a posting to a specific location for compassionate reasons. Such postings may be authorized to allow the family to be closer to an ailing relative, to have better access to medical or specialized services, to address special education needs, or for other situations where family welfare and stability are being affected. There are, however, no guarantees that this will be possible.

As a matter of routine, military personnel are asked to identify their posting preferences. They are able to update these preferences at any time, as their personal situation may change. All of the information regarding preferred choices for employment is managed by a Career Manager. A Career Manager is responsible for managing the important aspects of a member's career such as initiating postings and course registrations.

On average, personnel spend approximately three to five years in any given location before being moved to a new job. Not all postings involve a geographical move. On larger bases/wings/units there are a number of requirements and demands that may see the member posted to a new position while remaining on the same base/wing/unit.

The effects of frequent moves can create difficulties for families as spouses/partners attempt to re-establish community services for themselves and their children with every new posting. A number of factors, including spousal employment, children's education or family medical concerns may prompt a Canadian Armed Forces member to request a deferral or an unaccompanied posting. Canadian Armed Forces personnel who are authorized to proceed unaccompanied without their family to their new place of duty do so under a policy known as Imposed Restriction.

Imposed Restriction

The Canadian Armed Forces expects its members to relocate with their families when posted to a new location. It is, however, recognized there are circumstances that may require the member to elect to be separated from the family. Imposed Restriction provides an option for Canadian Armed Forces members who are posted to proceed unaccompanied to a new place of duty. Requests for Imposed Restriction may be approved for a number of reasons.

These reasons include, but are not limited to:

- **Domestic:** the family would be uprooted outside of the regularly scheduled Active Posting Season
- **Education:** the children's academic year or a period of high school would be disrupted
- **Financial:** a lease would be broken, the family is unable to rent or sell a home, or a working spouse wishes to continue current employment
- **Medical or Dental:** a member of the family requires ongoing medical or dental treatments
- **Courses:** a member is posted on a course
- **Posting Notice:** less than 90 days' warning is provided for a posting
- **Retirement:** members are within two years of reaching compulsory retirement age
- **Cost of Living:** members are posted to high cost-of-living locations

Imposed Restriction is intended to be a short-term option to mitigate potential conflict between military service and family obligations. Making the choice for the member to move to their new posting while the rest of the family stays behind necessarily carries its own set of challenges, like the difficulties of long distance relationships. There are many factors families need to consider before undertaking Imposed Restriction. The Imposed Restriction policy effectively addresses some of the disruptions frequent relocations produce, such as the impact on spousal employment, children's education and family medical care. The policy also considers the long-term effect that extended separations may have on family members.

Release and Retirement

Release from the Canadian Armed Forces occurs when members leave the service before the end of their Term of Service. This occurs for a variety of reasons including medical, voluntary, misconduct or unsatisfactory service.

Retirement occurs at completion of the contract. Military members can complete their Terms of Service with either a minimum of 20 years or 25 years of service or a member can work to 60 years of age, well beyond the 25 years of service mark.

The type of pension benefit you receive upon release or retirement from the Canadian Armed Forces depends on your age and pensionable service.

After retirement, member support transfers to Veterans Affairs Canada (www.veterans.gc.ca). Access to programs and services for medically-releasing members and their families transitioning to civilian life is available through some Military Family Resource Centres. For more information, see Veteran Family Program, online at (www.CAFconnection.ca).



Military Families

The military family of the 21st century is quite different from the military family of years past. Today, about 80 percent of military families live off base, as opposed to that same number living on base several years ago. This brings a host of new realities for families as they attempt to transition into new communities every few years. Where families might have relied on close-knit military communities years ago, they now rely on civilian communities far more. In some cases, this may create disengagement with the military community, a lack of awareness of services and programs available and a sense of isolation.

Canadian family structures and societal norms have also evolved significantly over the years. Shifts in family dynamics are continually considered in the development of services and programs for military families.

Military Lifestyle

The military lifestyle encompasses frequent absences and deployments by the military member, who can be called to participate in training exercises domestically or overseas. These absences and deployments can last a few days, weeks or months depending on circumstances.

With frequent moves, absences and deployments largely characterizing the military lifestyle, issues such as finding child care and employment, continuing educational pursuits and ensuring smooth transitions during moves are often problematic for military families.

The department of National Defence and the Canadian Armed Forces have assigned responsibility of the Military Family Services Program to Military Family Services to ensure Canadian military families are well supported and lead lives comparable to other Canadian families.



Risks

One of the unique characteristics that distinguishes modern military families from their civilian counterparts is the element of risk associated with the profession of arms.

The significant risk of personal harm for military members is a reality of service that requires ongoing training and combat operations.

Canadian Armed Forces members deploy on operational missions fully aware of the risks involved in working in volatile environments. This notion of risk, including the possibility of permanent injury, illness or even death, is accepted as a central tenet of the profession of arms.

Contrary to popular belief, this risk is not limited to missions like Afghanistan. Preparing for combat operations requires comprehensive and intensive training with lethal weapons systems, live ammunition and powerful machinery, employed in all types of environments, conditions and scenarios. Military members are trained to build their capacity for physical and mental endurance to prepare for duty in war zones. This type of training in and of itself can be perilous, sometimes resulting in injuries and deaths despite the many precautions and safety measures put in place.

The element of risk is yet another reason that support to military members, their families and the entire military family community is so essential.

2

Access Points to Services for Families

Military Family Services is a division of Canadian Forces Morale and Welfare Services. It is responsible for the oversight and management of support to military families. This includes the Military Family Services Program through the funding and oversight of Military Family Resource Centres, provision of services in the United States and Europe, Children's Education Management, the Family Information Line, (www.CAFconnection.ca) and more.



Military Family Services Program

The Military Family Services Program (MFSP) provides programs and services specific to the needs of military families. It is based on diversity and flexibility in order to enable individuals and families to manage crises and periods of high stress.

Military Family Services Program Framework



The Military Family Services Program was developed to respond to the identified needs of military families that arise from the unique characteristics of the military lifestyle.

Program and services include:

Information and Education/Awareness

- Welcome and orientation
- Information
- Education programming (parenting, psychoeducational, deployment, financial, etc.)
- Personal development

Referral and Support/Services

- Deployment support
- Veteran Family Program support
- Referral to community services
- Employment services
- Educational support
- Community integration
- Activities for children and youth
- Health care referral
- Outreach
- Assessment
- Casual child care
- Interprovincial and international transferability (specialists and special needs education)

Intervention

- Counselling (psychosocial, mental health treatment services, etc.)
- Emergency child care
- Crisis support
- Family Liaison Officers

Note not all programs and services are available OUTCAN.

Opportunities exist for meaningful involvement within the military community by volunteering at local Military Family Resource Centres or with MFS OUTCAN. Volunteering is an essential component to the success of the Military Family Services Program.

Access to the MFSP is available to:

- All Canadian Armed Forces' personnel, Regular and Reserve Force, and their parents, spouses, children and other relatives of significance
- Non-Public Funds and Department of National Defence civilian employees during a deployment with the Canadian Armed Forces to a mission area outside of Canada, their parents, spouses, children and dependent relatives
- Family members and persons of significance to Canadian Armed Forces personnel who die while serving remain part of the military family community in perpetuity

Military families can access information, programs and services through three access points:

- in person at local Military Family Resource Centres or MFS service points OUTCAN
- by calling the Family Information Line 1-800-866-4546 (North America) and 00-800-771-17722 (Europe)
- online (www.CAFconnection.ca)

There is an important connection between the proximity of family members to serving personnel and the extent to which service life affects their family lives. Support to military families must focus on those within the military family community who are most impacted, which is invariably the immediate family living within the household of the serving member, along with the member's parents. It is for this reason that the bulk of services focus on spouses, children and parents.

Eligibility for support services for families varies based on a member's condition of service. For eligibility requirements for specific services, call the Family Information Line at 1-800-866-4546 in North America or 00-800-771-17722 in Europe.

Military Family Resource Centres in Canada

Military Family Resource Centres deliver the Military Family Services Program to military families in their communities. They do this by providing relevant programs and services that empower and encourage strong, independent individuals and families within the Canadian Armed Forces. For families posted outside of Canada, services are provided to meet their specific requirements while living abroad.

Military Family Resource Centres are family-governed, federally-funded, not-for-profit organizations who partner with families, local community organizations and various levels of government. Each Military Family Resource Centre is managed by a volunteer Board of Directors with a majority

representation of civilian family members of military personnel. Board members are elected by the community to assess local needs, determine priorities and provide local leadership.

Military Families in the United States and Europe

Military Family Services supports Canadian military families who are posted to the United States and Europe. The Military Family Services Program is offered directly to Canadian military families by Military Family Services staff that are geographically disbursed throughout Europe and the United States, commonly referred to MFS OUTCAN. These staff members are all Non-Public Funds employees of Canadian Forces Morale and Welfare Services.

Advisory Committees are established to ensure that the community is adequately represented when decisions are made. They contribute to the planning, delivery and evaluation of Military Family Services. The volunteer Committee is made up of at least 51% civilian family members of full-time serving Canadian Armed Forces members and supported by a Commanding Officer's representative.

For more information about services in the United States and Europe visit: (www.CAFconnection.ca)

www.CAFconnection.ca

This website provides online access to a wealth of information, resources and services for and about military families.

It is a portal to all Military Family Resources Centres in Canada and MFS Services in the United States and Europe as well as a source of useful information on the specific programs and services they offer.



Family Information Line

1-800-866-4546 (North America)

00-800-771-17722 (Europe)

FIL@CAFconnection.ca

The Family Information Line is a bilingual service offering information, support, referrals, reassurance and crisis management to the Canadian Armed Forces community including families (immediate and extended), military members, veterans as well as the extended military community (one million strong). By calling the Family Information Line you will be connected to empathetic, experienced professionals who are well versed on the Canadian Armed Forces community and the programs, services and general information you may need. Counsellors can also connect you with helpful local and national resources, including your local Military Family Resource Centre or MFS OUTCAN staff. Trained Family Information Line counsellors are available 24 hours a day, 7 days a week, by phone or email to assist and answer questions about any and all military lifestyle related questions and services.

Your identity and the information you provide will not be shared with any other person outside the Family Information Line office unless required by law, or at your request. Family Information Line Counsellors are required to contact appropriate authorities whenever they believe someone is a serious threat to themselves or others and in all cases of suspected child abuse. Staff of the Family Information Line must comply with the Federal Privacy Act, which deals with the collection, retention, use, storage and disclosure of personal information.

#MyVoice

Through #MyVoice Military Family Services gathers feedback from families on programs and services by phone, email, social media, tele/video conference or virtual meeting rooms. Led by Military Family Services, #MyVoice is a forum open to all military family members. Your feedback is shared with other service providers and military leadership, and used to inform programs and services. Any actions that are taken from your feedback will be communicated back to you. Every voice counts – join in and discuss what matters to you! To find out more visit (www.CAFconnection.ca)



3

Deployments and Absences

Deployment

Throughout their careers, military personnel are required to serve away from their families for a variety of reasons and for varying lengths of time. Although the term “deployment” commonly evokes visions of overseas missions, it can also refer to domestic operations and exercises.

By definition, a deployment is the assignment of military personnel to temporary tours of duty away from the home. That said, military operations and training requirements can vary; some military families may experience longer absences that are less frequent in nature, while others may experience shorter absences that are more frequent.

Each family separation requires members and families to adapt. The emotional and physical demands relating to a deployment may cause what is called “deployment stress” and can affect family members staying at home as well as the deploying military member. Family separation and reunion of the family after a deployment places additional demands on a family’s stability.

Regardless of the type of deployment or absence that families encounter, there are a number of factors that affect deployment stress levels; some factors are related to the individual, others to the separation and others to the type of deployment.

Factors that Affect Deployment Stress Levels		
Individual Factors	Separation Factors	Deployment Factors
<ul style="list-style-type: none"> • Personal health • Personal coping abilities • Previous deployment experience • Attitude towards the assignment • Confidence in self, the military unit and the level of community resources and services available • Sense of security in family and community relationships 	<ul style="list-style-type: none"> • Preparation time available • Previous family separation experience • Important family events during the deployment 	<ul style="list-style-type: none"> • Nature and length of the mission • Ease of communication (accessibility, frequency, efficiency of system) • Geographical location (time zone, terrain, weather) • Living and working conditions

Family Separation

Separation due to deployment is stressful on families for a variety of reasons.

When a military member deploys, families experience increased workload at home, stress about the member's safety, stress about the impact that deployment will have on their loved one, and worry for the impact that deployment will have on their children. There is also the added challenge of having to make important decisions in the absence of their spouse/partner and sometimes having to deal with family emergencies such as illnesses or accidents. Meanwhile, Canadian Armed Forces members experience a feeling of frustration as their families back home are dealing with these stressors on their own.

Immediately after the member's departure, families may become emotionally disorganized. The absence of the member may leave the rest of the family confused for a time. Family members often report disturbances in their sleep and appetite, feelings of increased irritability, and an overall sense of being disorganized and indecisive. It is not uncommon for family members to feel overwhelmed by responsibilities and cycle through a range of feelings during this time.

At a certain point, family members start to settle into their new roles and responsibilities and find a way to manage while the member is away. Although the spouse/partner continues to worry and miss their loved one, the family finds a way to cope. At this point, families enter the recovery and stabilization stage.

A few weeks before the Canadian Armed Forces member returns home, families begin to anticipate the homecoming, and often feel excited yet apprehensive at the same time. It is common to feel overwhelmed by all the things that need to be done in preparation for the homecoming.



Fortunately, there are many resources that can help families with the challenges of separation and reunion as a result of deployments.

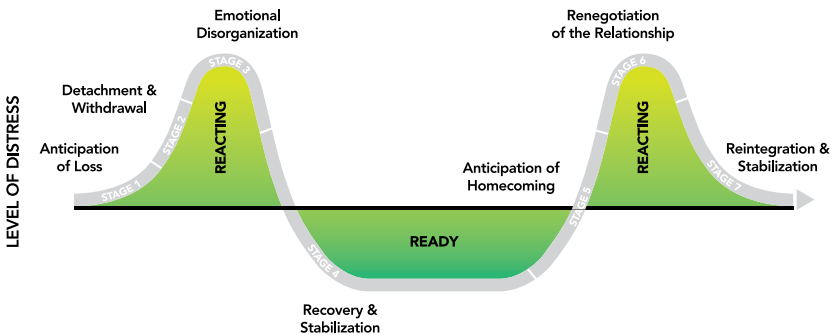
Military Family Resource Centres and MFS OUTCAN have useful local tools, such as video teleconferencing, morale mail and workshops, to support Canadian Armed Forces families through deployment. Deployment information and resources can also be found online at (www.CAFconnection.ca).

Emotional Cycles of Deployment

The Emotional Cycle of Deployment is based on experience and research with military families who have experienced a more traditional long-term deployment. Families find understanding and reassurance in this model and the suggested coping strategies, with the knowledge that many others share similar responses to this challenging experience.

Emotional Cycle of Deployment (Long-Term Separation)

Source: Kathleen Vestal Logan

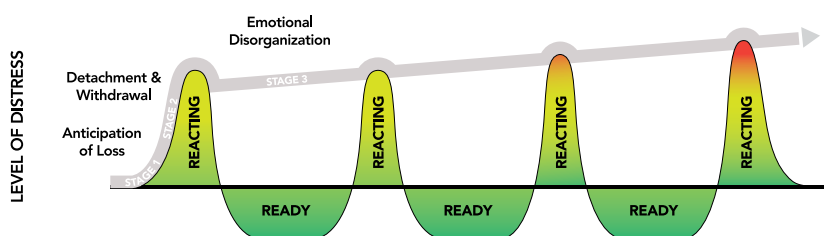


Short-term deployments or separations that are more frequent and less predictable in nature can be just as disruptive and demanding on the family. Constant and continuous periods of separation and reunion may be more difficult to manage given the short periods required to readjust from one absence to the next.

Many families who experience frequent short-term separations and reunions experience an ongoing sense of emotional disorganization challenging their ability to act and react.

Emotional Cycle of Deployment (Short-Term and Frequent Separations)

Source: Military Family Resource Centre Yellowknife



The challenge for families during these types of deployments or separations is that they have to constantly adjust and move through the stages at a much more rapid pace without the benefit of time to adjust emotionally.



Regardless of the type of deployment, there are common reactions and general coping strategies that can help families deal with the absence of a loved one. The following tables compile the shared experiences of spouses, children and parents during the three phases (pre-, during, and post-deployment). As well, workshops on the cycle of deployment are often offered at Military Family Resource Centres.

Pre-Deployment Phase		
Stage	Common Reactions	General Coping Strategies
<p>1-6 weeks prior to departure:</p> <p>Anticipation of Loss Provides a means to put some emotional distance between each other in preparation for living apart</p>	<ul style="list-style-type: none"> • Fluctuations in energy levels and mood • Fantasizing • Feelings of sadness, anger, excitement, restlessness • Anxiety, tension, frustration, resentment, depression 	<ul style="list-style-type: none"> • Feel and express all emotional responses • Encourage all family members to share their feelings • Involve the whole family in preparing for the separation • Complete the Pre-Deployment Checklist • Participate in pre-deployment briefings and activities at the local Military Family Resource Centre and MFS OUTCAN • Create opportunities for warm, lasting memories such as taking pictures • Set realistic goals for the deployment period
<p>Final week before departure:</p> <p>Detachment and Withdrawal May be the most difficult stage in many ways</p>	<ul style="list-style-type: none"> • Reduced emotional and sexual intimacy • Feelings of despair, hopelessness, impatience, numbness 	<ul style="list-style-type: none"> • Accept feelings as normal reactions to challenging circumstances • Communicate as openly and as honestly as possible • Be patient • Keep the last day for family time • Ignore rumours and rely on official sources of information

During Deployment		
Stage	Common Reactions	General Coping Strategies
<p>First 6 weeks of deployment:</p> <p>Emotional Disorganization Often described as a period of restlessness</p>	<ul style="list-style-type: none"> • Magical thinking—believing the impossible or unlikely • Sleep and appetite disturbances • Feelings of relief, guilt, anger, numbness, depression • Confusion, disorganization, indecision, loneliness • Vulnerability, irritability 	<ul style="list-style-type: none"> • Communicate—keep in touch about everyday events and share feelings to maintain the emotional bond • End phone calls on a positive note • Help children to express their feelings and to stay in touch with letters, pictures, cards, audio/video cassettes • Maintain a healthy lifestyle—eat nutritiously, exercise regularly, drink plenty of water and get an adequate amount of sleep
<p>Variable duration (6 to 12 weeks):</p> <p>Recovery and Stabilization Adjustment to new family patterns and routines, and reorganization of roles and responsibilities</p>	<ul style="list-style-type: none"> • Feelings of increased confidence, independence, competence, freedom, pride, isolation, anxiety, depression 	<ul style="list-style-type: none"> • Enjoy new skills, freedom, independence • Celebrate signs of positive growth in self and other family members • Offer empathy and support to others • Maintain regular contact through phone calls, letters, email • Confide in trusted peers • Seek professional counselling if feelings of depression/anxiety are threatening to overwhelm

During Deployment		
Stage	Common Reactions	General Coping Strategies
<p>6 weeks prior to return:</p> <p>Anticipation of Homecoming A time of intense apprehension and conflicting emotions</p>	<ul style="list-style-type: none"> • Increased energy and activity • Sleep and appetite disturbances • Feelings of joy, excitement, anxiety, apprehension, restlessness, impatience 	<ul style="list-style-type: none"> • Share feelings of apprehension, as well as excitement and joy • Share expectations and desires for the homecoming • Share feelings of love and commitment • Include children in planning for the homecoming celebrations • Participate in preparation for reunion activities • Ignore rumours and rely on official sources of information concerning return date, time and location
Post-Deployment Phase		
Stage	Common Reactions	General Coping Strategies
<p>First 6 weeks home:</p> <p>Renegotiation of Relationships A necessary time to refocus the relationship</p>	<ul style="list-style-type: none"> • Difficulty re-establishing emotional and sexual intimacy • Feelings of excitement, disorganization, resentment, frustration • Grieving loss of freedom and independence 	<ul style="list-style-type: none"> • Communicate as openly and honestly as possible • Accept feelings as normal and not a threat to the relationship • Be patient • Renegotiate household roles and responsibilities to share the workload • Celebrate together the personal growth each has achieved • Continue to participate in a support group/ network • Seek professional counselling, contact a doctor, chaplain or social worker for assistance in coping with stress

Post-Deployment Phase		
Stage	Common Reactions	General Coping Strategies
		<ul style="list-style-type: none"> Both partners should be aware of the signs of Post-Traumatic Stress Disorder (PTSD) and formerly deployed partner should be encouraged to seek professional help as appropriate
<p>6 to 12 weeks after return:</p> <p>Reintegration and Stabilization New routines become stabilized</p>	<ul style="list-style-type: none"> Feelings of intimacy, closeness, confidence in relationship 	<ul style="list-style-type: none"> Remember to follow through on promises made during deployment Spend time relaxing and enjoying time together as a family Share lessons learned with other families Identify what worked well in the planning and what could be improved for the next deployment



Family Reunion

Many families find the first few weeks after the military member's return from deployment at least as stressful as the separation.

Just as it is difficult to adjust to a new routine when a Canadian Armed Forces member leaves, it is equally difficult to readjust to the previous routine when the member returns home. Families become accustomed to new routines and may be reluctant to alter their well-established schedule. The initial reunion is easy; however, the adjustment period can be difficult in the days and weeks that follow.

Once the excitement of the reunion has passed, there is a period of renegotiation in determining the roles, responsibilities and relationships in the household. Most families find this stage to be quite stressful. The spouse/partner may have become more independent and established new household rules.

It takes some time (usually four to six weeks) for feelings of intimacy, closeness and confidence in the relationship to reappear. As routines begin to shift, family members begin to feel more relaxed and eventually move into the final stage of reintegration and stabilization.

Families have access to resources that help with the reunion phase of deployment through local Military Family Resource Centres and MFS OUTCAN. These resources can also be accessed online at (www.CAFconnection.ca).



Reunion for Children

Reunion is often very stressful for children as they have less experience and fewer coping mechanisms than adults. Age and stage of development primarily determine a child's reaction. The returning family member should be patient and gentle, welcoming rather than demanding affection.

Suggestions for Parents of Infants (Birth to 1 Year)

- Participate as a couple in child care—bathing, changing, feeding
- Try to be relaxed, infants are intuitive

Suggestions for Parents of Toddlers (1 to 3 Years)

- Be affectionate and playful as a couple—toddlers will then join in
- Sit on the floor and wait for your child to approach you
- Never force a hug, kiss or play

Suggestions for Parents of Pre-School Children (3 to 5 Years)

- Listen carefully and accept the feelings expressed
- Reinforce unconditional love
- Express interest in activities (games, books, songs)

Suggestions for Parents of School-Aged Children (5 to 12 Years)

- Praise children for coping with the separation
- Listen to children—ask for opinions, preferences
- Review school work
- Share scrapbooks, pictures, etc.

Suggestions for Parents of Teens (13 to 18 Years)

- Respect teens' privacy and friends
- Listen attentively and non-judgmentally to teens' attempts to share current interests/activities
- Encourage teens to talk about their lives during the separation and share appropriate deployment experiences with them

Homecoming for Parents of Deployed Personnel

Parents of deployed personnel should be aware of some of the more common reactions of personnel upon their return, including the following:

- Feelings of frustration, anxiety, sadness, restlessness, confusion, impatience, irritability
- Sleep and appetite disturbances
- Spending/gambling binges
- Increased use of alcohol/drugs

Suggestions for Parents of Returning Personnel

- Remember that young people may experience significant changes (physical, emotional, spiritual and social) during the deployment, particularly if this was the first prolonged absence from family and/or Canada
- Be patient
- Express interest in hearing about the deployment experience whenever he/she is ready to talk about it
- Show acceptance and support of signs of increasing independence and maturity
- Maintain contact with families of other deployed personnel, and share concerns and frustrations
- Contact the nearest Military Family Resource Centre or the local military unit for persistent concerns



Coping with the Stress of Deployment

Stress is a normal part of everyday life. Stress in itself is not harmful; it can, in fact, be very positive in motivating us to deal with life's challenges. However, long-term stress can have negative impacts on our health. It is important to be educated about the impact of stress, learn to recognize signs of stress and to develop a stress management plan.

Common Reactions to Stress			
Physical	Emotional	Cognitive-Reasoning Ability	Behavioural
<ul style="list-style-type: none"> • Trembling, tics • Increased heart rate and blood pressure • Headaches • Gastrointestinal problems (constipation, vomiting) • Difficulty sleeping • Constant state of fatigue 	<ul style="list-style-type: none"> • Anxiety • Depression • Resentment • Feeling overwhelmed • Cynicism • Pessimism • Guilt • Anger 	<ul style="list-style-type: none"> • Memory loss • Difficulty with making decisions • Confusing important matters with trivial ones • Difficulty concentrating • Loss of attention span 	<ul style="list-style-type: none"> • Inability to complete projects • Sleep disturbances • Appetite changes • Increase in smoking or drinking • Accident proneness • Decreased involvement with others • Procrastination—putting things off • Tendency to cry

To reduce deployment stress, the best strategy is preparation. This cannot be overemphasized. Preparation means anticipating the changes and challenges, and developing strategies to cope with each one. It is essential to consider all aspects of family life: psychological, spiritual, emotional, social and physical health.

Suggestions to Increase Stress Resistance

- Simplify life—reduce or delegate activities
- Get organized—prioritize tasks
- Set aside personal time—listen to music, read, do something enjoyable
- Keep a stress journal—track what sets you off and write about feelings
- Eat a healthy diet
- Reduce caffeine and sugar intake (these are stimulants that increase edginess)
- Learn some relaxation techniques such as deep breathing exercises, progressive muscle relaxation, guided imagery, meditation and/or prayer
- Try massage therapy
- Work off stress through physical activity (walk, swim, garden)
- Go to bed earlier—adequate sleep is required to heal the body and cope with day-to-day life
- Use humour (movies, books) to reduce tension
- Focus on others—volunteer in the community
- Maintain a strong social support network—call a family member or friend

If stress symptoms remain unresolved, seek assistance from a medical doctor, the Family Information Line (1-800-866-4546), the Canadian Forces Member Assistance Program (1-800-268-7708), or from another professional counsellor.

Another excellent resource is Road to Mental Readiness (R2MR), a resilience and mental health training program for Canadian Armed Forces members. A family component was implemented to inform families about the realities of deployment and to prepare them to better cope with the associated challenges. Families receive training before and after the member's deployment through local Military Family Resource Centres. R2MR program information is available at (www.CAFconnection.ca).

Pre-Deployment Checklist

Preparing for deployment can seem like an overwhelming task and can add to the level of stress that families experience. The following checklist helps ease the burden by providing structure to deployment preparations. It is easily customizable.

Ideally, spouses/partners and deploying members should complete the checklist together, and preparations should begin well in advance of the departure date. As well, keeping important documents secure and organized can significantly decrease frustration and stress, particularly during family crises.



Information/Support

- ❑ Complete the Record of Important Information (copy at the front of this guide)
- ❑ Complete a Family Care Plan (see Section 6 for details)
- ❑ Contact the local military unit (Rear Party, Ship's Liaison, Sponsor)
- ❑ Contact the nearest Military Family Resource Centre and MFS OUTCAN (families can ask to be added to their email/ mailing list; for a list of centres, visit (www.CAFconnection.ca))
- ❑ Contact SISIP Financial Services

Communication

- ❑ Record addresses, phone numbers and email address (for deploying member and family)
- ❑ Make a list of important dates and provide birthday and anniversary cards to deploying member for future mailing
- ❑ Deploying member record bedtime stories (audio or video)

Health

- ❑ Compile a supply of signed medical/dental insurance plan claim forms, as well as a letter authorizing payments to the spouse of the military member
- ❑ Record contact information for health care service providers (doctor, dentist, walk-in clinics, emergency rooms, etc.)
- ❑ Discuss emergency plan with children

Legal

- ❑ Ensure all legal documents are current, including passports
- ❑ Ensure copies of current wills are accessible
- ❑ Complete Power of Attorney forms for both medical and financial matters

Financial

- ❑ Assess the household budget and identify all payments that need to be made
- ❑ Determine the location of safety deposit box and key
- ❑ Record all account numbers and credit card numbers
- ❑ Arrange military pay allotments through the base/wing pay office
- ❑ Know whom to call if problems arise with allotments, etc.
- ❑ Record investment contributions (e.g. pre-authorized RRSP contributions)
- ❑ Assemble Income Tax Return information
- ❑ Review life insurance needs, coverage and beneficiaries
- ❑ Acquire currency for country to be visited and any stopover countries

Home

- ❑ Arrange mortgage/rent payments
- ❑ Review insurance policies (life, home, auto)
- ❑ Review utilities (date, amount, account numbers and payment method for each)
- ❑ Review vehicles (registration, driver's licence renewal dates, etests maintenance schedules)
- ❑ Discuss security and maintenance (inside and outside)
- ❑ Arrange for snow removal and lawn care
- ❑ Record contact information for base housing, landlords, plumber, electrician, auto mechanic, etc.
- ❑ Determine location of the electrical panel, water control valve, gas control valve
- ❑ Record the combination of any padlocks
- ❑ Record contact information for kennel for pets
- ❑ Make a secure list of passwords (voicemail, security systems, computer, software, email, etc.)

Travel (for family members travelling outside of Canada to meet the deployed military family member)

- ❑ Obtain passport
- ❑ Obtain travel visa
- ❑ Confirm immunization requirements
- ❑ Seek legal advice if travelling outside of Canada with children from the family lawyer or by visiting the Government of Canada's Travelling With Children page (www.travel.gc.ca/travelling/publications/travelling-with-children)



Communication During Deployments

Telephone

Talking on the phone with a family member who is deployed can be a comforting and wonderful experience. However, it can also be a frustrating or disappointing one if the connection is difficult or the call ends abruptly.

All reasonable attempts are made by deployed military units to facilitate regular telephone access for all personnel. Of course, different time zones and working schedules need to be taken into consideration. There may also be periods when access is limited, such as the first few days of deployment or during operational commitments. Calls with family members are usually most successful when initiated by the deployed person at a prearranged date and time.

Calls from satellite-based systems are designed to give deployed military personnel, who have no direct access to normal telephone technology, the ability to use their telephone call allowance entitlement to call home from any location worldwide. Satellite-based communication terminals are either installed on naval vessels or provided to land forces.

Voicemail services or an answering machine are recommended for missed calls. A small digital recorder may also be a worthwhile investment, as it allows younger children to listen repeatedly to the last conversation while waiting for the next.

If there is an urgent need to contact a military member on a military operation abroad, assistance can be requested from the Family Information Line 24 hours a day, 7 days a week (1-800-866-4546; in North America, or 00-800-771-17722; in Europe) or by contacting the member's local military unit (Rear Party, Ship's Liaison or Sponsor).

Email

Email communication between families and deployed members may be an option, as Internet stations at major missions may be provided for military personnel. If families do not have a computer at home or are not Internet-savvy, email access is available through Military Family Resource Centres, MFS OUTCAN or at many public libraries throughout Canada.

Using a web-based account (such as Hotmail) can help, since this is accessible anywhere in the world and from any computer with Internet access.

No matter how quick and easy email can be, families need to keep in mind that military personnel often serve in areas of the world where conflict disrupts communication systems, at least temporarily.

Mail

The most convenient, efficient and economical way to mail a letter or parcel to military personnel deployed on operations overseas is to use the Canadian Armed Forces Post Office, Belleville, Ontario address assigned to the particular deployment.

All rules and regulations regarding mail are set by Canada Post, with applicable postage required to get the package to Belleville. From there, the mail is handled by the Canadian Armed Forces Postal Service at no extra cost.

Some Military Family Resource Centres have systems in place to provide mailing services. This is the result of coordinated efforts between the local Military Family Resource Centre and the local commander, based on available resources. Contact your local Military Family Resource Centre directly to determine whether they provide this service (often referred to as morale mail) and, if so, how to access it.

Mailing Address

It is important to use the complete mailing address, using CAPITAL LETTERS. The generic format for sending mail to a Canadian Armed Forces member serving outside Canada is:

RANK/INITIALS/NAME
UNIT/SECTION
OPERATION NAME OR ACRONYM
PO BOX 5XXX STN FORCES
BELLEVILLE ON K8N 5W6

Information (including the official operation name or acronym, and the correct digits for the PO Box number assigned to the specific mission or site) can be obtained by visiting the nearest Military Family Resource Centre, by calling the Family Information Line (1-800-866-4546 in North America, or 00-800-771-17722 in Europe) or by contacting the unit with which the member is deployed.

For example, to write to someone named Corporal Dan Sinclair serving in Bosnia with the First Battalion of the Princess Patricia's Canadian Light Infantry (1PPCLI), the address would be:

CPL DJ SINCLAIR
1 PPCLI
OP PALLADIUM
PO BOX 5112 STN FORCES
BELLEVILLE ON K8N 5W6



For mail destined for ships, use the following addresses, as applicable:

RANK/INITIALS/NAME
MESS #/SECTION
NAME OF THE SHIP
PO BOX 17000 STN FORCES
VICTORIA BC V9A 7N2

RANK/INITIALS/NAME
MESS #/SECTION
NAME OF THE SHIP
PO BOX 99000 STN FORCES
HALIFAX NS B3K 5X5



Customs Regulations

The customs documentation that is required for an item shipped from Canada depends on the international service used, the content of the item and the destination. All items addressed to a deployed ship or a Canadian Armed Forces unit with the Belleville address must have the proper customs documentation. Details are available on the Canada Post website (www.canadapost.ca/tools/pg/manual/PGcanforce-e.asp#1378916).

Non-permissible items include the following:

- Alcohol, beer and wine
- Tobacco products, cigarettes and cigars
- Weapons, including replicas
- Knives
- Explosives, radioactive materials or ammunition
- Matches
- Flammable liquids or solids
- Compressed gas
- Propane cigarette lighters
- Corrosive fluids
- Obscene magazines or pictures
- Drugs
- Perishable items

There are also customs regulations concerning parcels originating outside of Canada and mailed to a Canadian address. Families posted overseas who want to send packages back home to Canada must include a customs declaration form or an itemized list outlining the contents and their value. The listing must be specific; "gift" is not an acceptable listing. Families can contact the post office at their unit or the local Military Family Resource Centre for details.

Canada Customs processes mail from overseas before delivery, so be prepared to pay duty and GST if so advised by Canada Customs. Duty free entitlements vary depending on the length of time spent outside Canada. Military personnel are provided with information pertaining to these regulations to facilitate sending or bringing gifts home.

Letter and Parcel Preparation

Each Canadian Armed Forces mail item must meet the size and weight specifications of the service used. Oversized and overweight parcels will not be accepted. Details are available on the Canada Post website (www.canadapost.ca/tools/pg/manual/PGcanforce-e.asp#1378611).

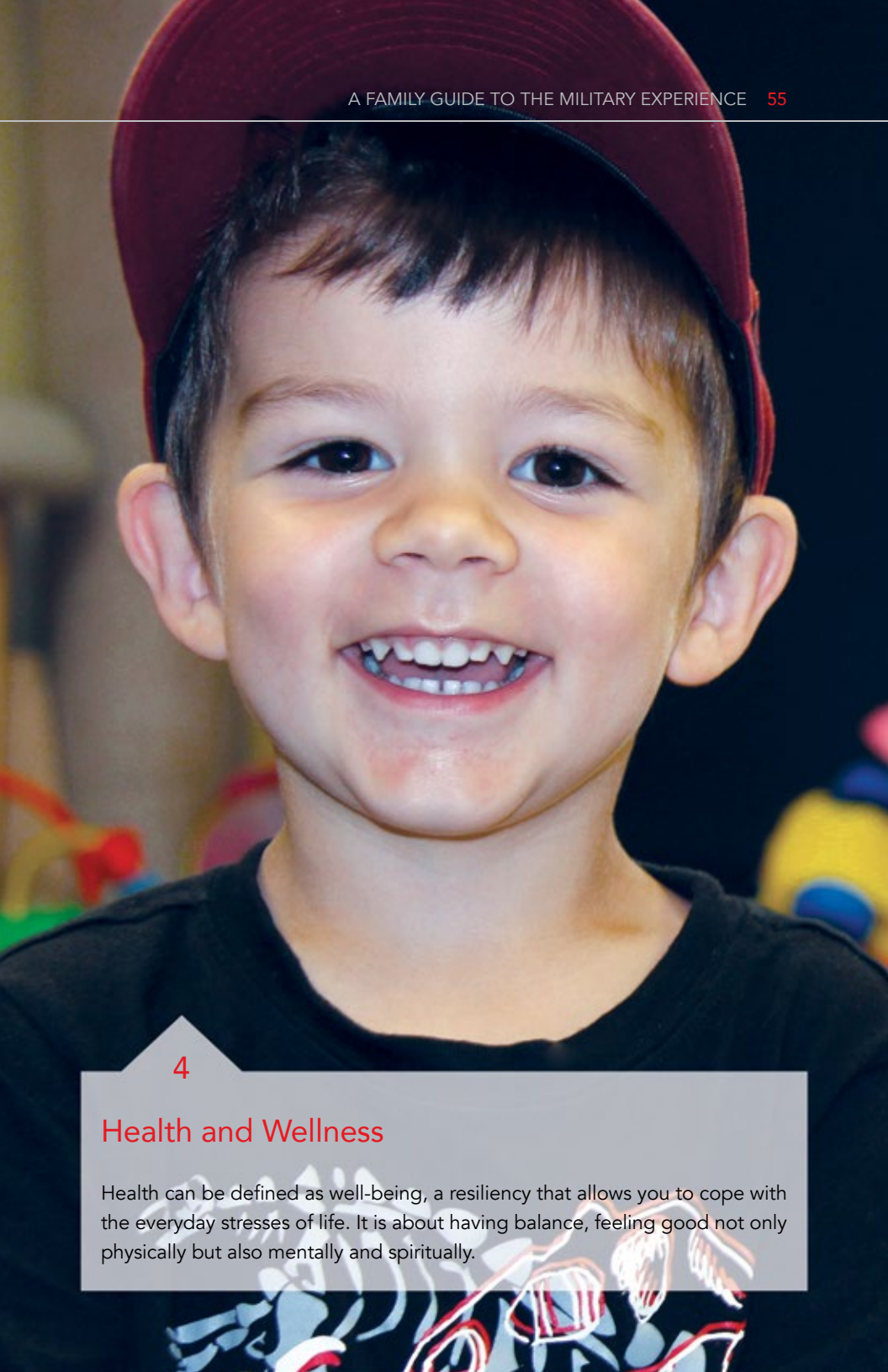
All parcels are subject to inspection by the host country Customs Officials. Therefore, a detailed list of contents must be inscribed on the bottom left corner or completed by a Customs Official.

Senders are encouraged to place their address and phone number on the top left corner of the parcel to allow the Canadian Armed Forces Postal Service to contact them should their item be undelivered. Without this information, the item may be disposed of in theatre, should it be undelivered.

Do not send parcels to the Canadian Armed Forces Postal Office Belleville by courier service, as they will not be accepted.

For more information, consult the National Defence and the Canadian Armed Forces website (www.forces.gc.ca/en/write-to-the-troops/mailing-instructions.page) or the Canada Post website (www.canadapost.ca/tools/pg/manual/PGcanforce-e.asp).

If you are an OUTCAN family and your military member has been deployed please check with your local unit or support staff to learn how to send parcels or mail.



4

Health and Wellness

Health can be defined as well-being, a resiliency that allows you to cope with the everyday stresses of life. It is about having balance, feeling good not only physically but also mentally and spiritually.

The health and well-being of each individual in the family is vital. Military Family Resource Centres and MFS OUTCAN offer educational and preventative programs that allow families to be proactive about their health and wellness. To locate the nearest Military Family Resource Centre, visit (www.CAFconnection.ca).

For detailed information on dealing with deployment stress, see Section 3.

Health Care



Health care for military families involves several issues. Recurrent postings for military families can disrupt health care services; as well, families sometimes have a hard time

finding a new family doctor. A move across provinces or countries may further complicate things as families need to re-establish provincial health care coverage or to establish health care in a new country.

Recently, provinces and territories have taken steps to ensure military families have same-day access to health care insurance when they move within Canada by waiving the mandatory 90-day waiting period to access provincial health care. For more information, visit the Health Canada website (www.hc-sc.gc.ca/hcs-sss/delivery-prestati/ptrole/index-eng.php).

For information on medical and dental benefits, see Section 6.

Strengthening the Forces: CAF Health Promotion

Maintaining good health improves one's ability to perform effectively and helps control one's personal well-being. Strengthening the Forces is a health promotion program designed to empower military members to improve their overall health.

Strengthening the Forces programming addresses:

- Addictions awareness and prevention
- Injury prevention and active living
- Nutritional wellness
- Social wellness

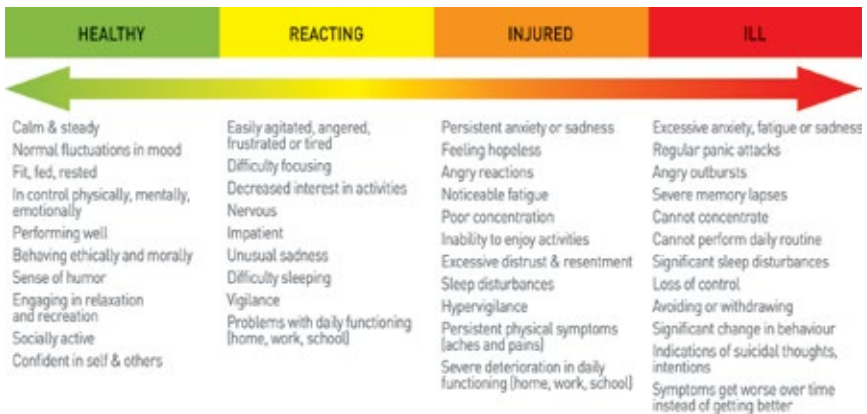
For detailed information, visit (www.CAFconnection.ca).

Mental Health and Social Wellness

Military Family Services' resource, *You're Not Alone: Connecting Military Families to Mental Health and Social Wellness Programs*, provides a wealth of information on programs and resources available to Canadian Armed Forces members and their families. It is available online at (www.CAFconnection.ca) as well as at local Military Family Resource Centres and MFS OUTCAN.

Visit the Canadian Mental Health Association website (www.cmha.ca) and the Centre for Addiction and Mental Health website (www.camh.ca) for other helpful resources.

This Mental Health Continuum can help explain how individuals may be coping. The continuum describes the spectrum of health concerns, be they mental or physical that may impact releasing members and their caregivers. Please remember that every situation differs and each member/caregiver will move along this continuum at a different pace. The movement in both directions along the continuum indicates that there is always the possibility for a return to complete health and functioning.



Support for Ill and Injured Personnel

The Joint Personnel Support Unit

The Joint Personnel Support Unit is a key element in coordinating care and support to military members. It plays a central role in the transition process for military personnel recovering from serious illness or injury, and either progressing towards a return to duty or preparing for a civilian career.

The Joint Personnel Support Unit performs the following core functions:

- Return to duty program coordination
- Outreach to deliver information on casualty support programs and services
- Casualty follow-up and monitoring
- Casualty administrative and advocacy services
- Military leadership, supervision and administrative support to personnel who are posted to the Joint Personnel Support Unit
- Liaison with Military Family Resource Centres, local base support representatives and local unit commanding officers

For more information, consult *The Guide to Benefits, Programs, and Services for Serving and Former Canadian Armed Forces Members and their Families*. (www.forces.gc.ca/en/caf-community-benefits-ill-injured-deceased/guide.page)

Integrated Personnel Support Centres

Integrated Personnel Support Centres across Canada offer high quality, consistent personal and administrative support to all current and former ill and injured military personnel and their families.

Integrated Personnel Support Centres located across Canada, provides one-stop access to services and benefits, simplifying the process for members seeking assistance. The Integrated Personnel Support Centres team provides support during all phases of recovery, rehabilitation and reintegration for return to military service or transition to civilian life. The provision of support services includes families of the fallen.

For more information and locations, visit the *Casualty Support Contact Us* page. (www.forces.gc.ca/en/caf-community-support-services-casualty-support/contact-info.page)

Family Liaison Officers

Family Liaison Officers are Military Family Resource Centre social services professionals, located within the local Integrated Personnel Support Centre. They connect both centres to ensure wide-ranging support is offered to families who may be coping with an illness, injury or special need.

Family Liaison Officers are available to help families deal with all phases of the member's recovery, rehabilitation and reintegration, whether they are returning to service or transitioning through the release process.

Family Liaison Officers deliver the following services:

- Confidential individual, family or group counselling
- Referrals to mental health services for adults and children
- Access to education and prevention-based programs in the community
- Short-term individual or group support for families of ill, injured and deceased military personnel
- Outreach support to families in the surrounding area
- Tailored assistance to the families of the fallen, including professional counselling and referrals to appropriate civilian resources



Transition

Canadian Armed Forces Transition Services offers various programs and services to members transitioning to civilian life.

Transition Services:

- can prepare members for a second career
- are connected with potential employers and industry
- educates stakeholders on the benefits of hiring former military members
- connects releasing military members with continuing education, vocational training, entrepreneurial opportunities, and other opportunities

For more information, visit the Canadian Armed Forces Transition Services page (www.forces.gc.ca/en/caf-community-support-services/caf-transition-services.page).

Veteran Family Program

When a Canadian Armed Forces member makes the transition from active service to Veteran status, their family does too. Releasing from the military can be challenging for members and families, but even more so when the release is the result of a medical condition. The Veteran Family Program extends the Military Family Services Program to approximately 1,200 Canadian Armed Forces members who medically release each year, as well as the approximately 700 military spouses and 900 children impacted by their release.

The Veteran Family Program is available to you and your family, as you journey through the release transition. There are three points of entry to the program:

In person: local Military Family Resource Centre

By Telephone: Family Information Line 1-800-866-4546

Online: (www.CAFconnection.ca)



Spiritual and Religious Well-Being

Military chaplains provide non-denominational pastoral care and counselling and contribute significantly to the spiritual and mental health of military members and their families. Chaplains are available to support members in need 24/7 and provide guidance and advice to the chain of command and other military community care providers.

To find a chaplain, contact the nearest Military Family Resource Centre, MFS OUTCAN or call the Canadian Armed Forces Chaplain Branch at 1-866-502-2203.

Canadian Forces Member Assistance Program

The Canadian Forces Member Assistance Program is a 24/7 toll-free telephone advisory and referral service for all Canadian Armed Forces personnel and their families, and can provide short-term, confidential, external counselling for those in need.



The Canadian Forces Member Assistance Program can assist with a wide range of individual or family issues, including:

- Marital and family
- Interpersonal relations
- Personal and emotional
- Stress and burn-out
- Work-related
- Harassment and sexual assault
- Alcohol, drugs and prescriptions
- Finance
- Parenting

Contact the Canadian Forces Member Assistance Program by calling 1-800-268-7708.



Canadian Forces Member Assistance Program— Bereavement Services



Canadian Forces Member Assistance Program—Bereavement Services is a 24-hour, 1-800 bilingual telephone service, available 365 days a year to parents, spouses, children, step-children, fiancé(e)s and any other person of significance to Canadian Armed Forces personnel who died while serving. Professional counsellors are available for family members that are grieving and feel they need help.

An appointment will be arranged within a maximum of 48 hours. Short and long-term counselling options are available and are free of charge.

For more information or an appointment, call 1-800-268-7708 or 1-800-567-5803 for the hearing impaired.



Operational Stress Injury Social Support

Being with someone who has an operational stress injury can be difficult. Family members may feel guilt or frustration because they cannot help with physical or mental health concerns or their use of alcohol or drugs. They may end up neglecting their own needs, and feel very alone.



An Operational Stress Injury Social Support Family Peer Support Coordinator can offer support, hope and acceptance from someone who has first-hand experience in such a situation.

Family Peer Support Coordinators have developed networks of community resources and can connect family members to the resources of their choice. They know the links to valuable information and where to find tips to help cope with a loved one's symptoms and how to care for oneself when it is needed the most.

Call 1-800-883-6094 or email a local Family Peer Support Coordinator (addresses available at (www.osiss.ca/en/contact.html)) to set up a meeting to talk either in person or over the phone.

Operational Stress Injury Resource for Caregivers

Operational Stress Injury Resource for Caregivers was developed by Veterans Affairs Canada, The Royal Ottawa and Military Family Services. It is an online resource offering assistance to families and friends who may be facing significant challenges in supporting a loved one with an Operational Stress Injury (OSI). It is designed and intended to provide OSI education as well as self-care tools to support caregivers. The Operational Stress Injury Resource for Caregivers can be accessed online at (<http://caregiverresource.theroyal.ca>)

HOPE



HOPE (Helping Our Peers by Providing Empathy) is a network of volunteers who provide confidential peer support to families of deceased military personnel. Trained volunteers who have experienced similar losses provide support to help others through their grief and recovery journey. Peers can offer a unique perspective, share experiences and provide hope to families that have lost a loved one.

HOPE is a complementary service that is not intended to replace other traditional bereavement services. Contact HOPE by calling 1-800-883-6094 or by email at HOPE-ESPOIR@forces.gc.ca.

Military Police Victim Assistance Program



The Military Police Victim Assistance Program is designed to assist victims, especially those of violent crime. Military Police ensure the fair treatment of victims of crime by providing immediate information, referrals to support agencies and continuous contact with the victim throughout the investigation.

For more information, visit the Military Police Services website (www.forces.gc.ca/en/caf-community-support-services-military-police/index.page).



5

Education and Employment

Education

All Canadian families want their children to receive the best possible schooling. For military families who experience multiple moves across many geographical locations with differing school systems, ensuring their children receive a quality education is a concern.

Education Challenges

Education is a provincial/territorial responsibility. Not only does each system differ slightly but so do the programs from one school district to another. Differences in curriculum, provincial/territorial testing, credit transfers, administration, transfers of transcripts and language of instruction are some of the education challenges that military families face when relocating.

Language of Instruction

In Canada, children can receive their education in either of Canada's official languages. Each parent has their rationale for choosing one language over another. Unfortunately, frequent relocations add a level of complexity that doesn't always accommodate the option of a bilingual education.

International Moves

An international relocation may result in children attending boarding schools either in Canada or in neighbouring countries. These boarding arrangements can be positive experiences for families; however, they can also place significant emotional stress on the family. Education in other countries can create unique challenges, so it is critical that you engage with Children's Education Management to prepare for an OUTCAN posting.

Children's Education Management

Under Military Family Services, Children's Education Management manages the education compensation and benefits programs on behalf of the Department of National Defence.

Information and support is available for:

- Transition between school systems
- Tutoring
- Board and lodging
- Return travel
- Guidance counselling services
- Distance learning
- Education allowances
- English and French language of instruction
- Public, private and Catholic schooling

For more information on educational resources available to military families, visit (www.CAFconnection.ca).



Spousal Employment

Military spousal employment has been identified as a major stressor for military families. Maintaining workplace seniority, navigating provincial trade accreditation, securing employment during remote postings and dealing with more than average job changes are only a few of the challenges faced by military spouses.

To help alleviate the effect of some of these challenges, Military Family Services and your local Military Family Resource Centre deliver a variety of career-related programs and services. Some initiatives are location specific, while others are offered on a national scale.

As of 2016, half of Military Family Resource Centres have a designated member of their staff to provide employment counselling services to military family members. These services may include one-on-one employment counselling, group training and networking opportunities. To find out more about employment counseling services contact your local MFRC.

Postings Outside of Canada

Moving outside of Canada can be exciting and stressful for families. Living abroad may mean experiencing new and different cultures, languages, social systems, foods, currency and more. Military spouses moving abroad may not be able to work despite their best efforts to seek employment. Often, a posting outside Canada reduces the family to one income and leaves the spouse experiencing a sense of loss in terms of their career, income and identity.

In some locations outside Canada, spouses are able to find rewarding employment within the Canadian community abroad. Some of the larger military establishments overseas and especially those in service with NATO (the North Atlantic Treaty Organization), have employment opportunities that military spouses may be eligible for. To find out more, visit Military Family Services (Europe and United States) at (www.CAFconnection.ca).

Employment Insurance Considerations

Employment insurance benefits for Canadians are delivered by Service Canada. When spouses must leave their jobs due to a military posting, they should consult the Service Canada website (www.servicecanada.gc.ca) or visit the nearest Service Canada office to learn more about employment insurance eligibility.

If the military member is posted outside Canada, spouses are not entitled to employment insurance benefits except within the United States and under very specific conditions. A move to Europe or Asia requires termination of employment insurance benefits because the applicant cannot actively seek employment in Canada. There are some specific exceptions surrounding parental, sickness and compassionate care benefits. Visit (www.servicecanada.gc.ca) for more information.

Integrated Relocation Program Benefit

Through the Canadian Armed Forces Integrated Relocation Program (www.forces.gc.ca/en/about-policies-standards-benefits-relocation/toc-byyear.page), members receive administrative and financial support for their relocation. Funding is available to assist spouses in their search for employment in their new location; however, the type and level of support varies from location to location.

Military Family Resource Centres also offer employment support directly or through partnerships with local employment agencies. Visit (www.CAFconnection.ca) for more information.



6

Benefits and Other Assistance

Compensation and Benefits

Canadian Armed Forces personnel are entitled to a variety of benefits to compensate them for service both in and outside of Canada. Some benefits are intended to cover the increased costs of Foreign Service, while others are in place to recognize the hardship and violence that military personnel may face.

Prior to making any financial commitments based on anticipated foreign allowances, members should direct questions concerning specific entitlements to their Unit Orderly Room, since all benefits and allowances are subject to change without notice.

A brief overview of the benefits personnel may be entitled to can be found through the Compensation and Benefits website (www.forces.gc.ca/en/caf-community-benefits/index.page).

Medical and Dental Benefits

The Public Service Health Care Plan is designed to help pay for some of the health services not covered by provincial health care plans, such as prescription drugs, vision care and emergency travel health care assistance. A detailed description of eligible services and claim procedures can be found on the Public Service Health Care Plan website (www.tbs-sct.gc.ca).

The plan provides special assistance to all members posted outside of Canada and their families, to ensure that they have the necessary information to enroll. Cases are managed individually to ensure minimal disruption to claims reimbursements. For more information, visit the Health and Dental page (www.forces.gc.ca/en/caf-community-benefits/health-dental.page).

The Dependants' Dental Care Plan provides coverage for certain dental treatments and procedures.

A detailed description of plan membership, eligible services and claim procedures can be found on the Dependants' Dental Care Plan website (www.forces.gc.ca/en/caf-community-benefits/dependants-dental-care-plan.page).

Due to privacy legislation, Sun Life Financial cannot release personal information without having the appropriate Plan Member consent in place. If the Plan Member completes a consent form your health insurance needs can be met, while ensuring your privacy; this is especially important when the member is away on training or deployment. (www.sunlife.ca)

Legal Issues (Power of Attorney)

Power of Attorney is a legal document that authorizes someone to act as an agent on one's behalf. It can be useful in many circumstances, including when a member is posted on Imposed Restriction, on temporary duty, on course or on deployment.

The document can be obtained from a lawyer, or a Power of Attorney kit can be purchased. Power of Attorney is usually provincially governed, so it is important to research its validity prior to relocating to another province.

There are three different types of Power of Attorney:

- **Continuing Power of Attorney for Property:** gives someone else the legal authority to make decisions about your financial affairs/property, and allows that person to act on your behalf if you become mentally incapable.
- **Non-Continuing Power of Attorney for Property:** gives someone else the legal authority to make decisions about your financial affairs/property, in certain situations and for a specific period of time; it is automatically revoked if you become mentally incapable.
- **Power of Attorney for Personal Care:** gives someone else the legal authority to make personal care decisions on your behalf if you become mentally incapable (e.g. related to housing and health care).

Banks and financial institutions also have separate (but similar) documents that need to be completed if a member wants to give their spouse Power of Attorney for financial transactions.



Child Care Support in Challenging Situations

Planning for child care emergencies is vitally important. Both the Canadian Armed Forces and Military Family Resource Centres have tools to support you through this process. Through the Military Family Services Program, Military Family Resource Centres facilitate access to short-term emergency child care services in diverse situations, in support of operational readiness.

Family Care Plan

A Family Care Plan (FCP) is a mandatory Department of National Defence form that prepares families of Canadian Armed Forces members to be taken care of in case of unforeseen events, emergency callouts and planned deployment. By identifying primary and secondary caregivers who should be contacted in the event of an emergency or military tasking, your FCP supports your family in your absence.

All Canadian Armed Forces personnel must complete the FCP Form DAOD 5044-1A. It isn't a legally binding document, but it is kept on the Canadian Armed Forces member's file. Family Care Plans are protected under the Privacy Act. Essentially, the Family Care Plan is a regularly updated exchange of information between your family and a Commanding Officer. A completed Family Care Plan is designed to support individual and unit operational readiness.

For more information about the Family Care Plan, visit (www.CAFconnection.ca), contact the Family Information Line at 1-800-866-4546 or refer to the Canadian Armed Forces policy (DAOD5044-1A) at (www.forces.gc.ca)

Military Family Resource Centre Emergency Child Care Plans

An Emergency Child Care Plan, like a Family Care Plan, speaks for you when you are not able to. While the Family Care Plan resides with the Canadian Armed Forces member's file, the Emergency Child Care Plan will assist the Military Family Resource Centre and/or anyone else you've designated in the event of an emergency. An up-to-date Emergency Child Care Plan lists the names and contact information of your preferred child care providers and can provide useful child care information.

Beyond the Family Care Plan, a completed Emergency Child Care Plan provides detailed personal instructions about your child including medical information, bedtimes, bus-stop times and favourite foods, to minimize the stress placed on your child when you are not with them.

An Emergency Child Care Plan form may be available at your local Military Family Resource Centre or from MFS staff in the United States or Europe. We encourage you to share your completed Emergency Child Care Plan with your preferred caregivers and your Military Family Resource Centre or MFS OUTCAN if they can keep your plan on file, so they are prepared to assist your family as quickly as possible in a time of emergency. If the caregivers you listed are unavailable, Military Family Resource Centre or MFS OUTCAN staff may be able to use the information in your Emergency Child Care Plan file to ensure your child has excellent care.

Be proactive! Before an immediate need arises, connect with your local Military Family Resource Centre or MFS OUTCAN and work with staff to create and file an Emergency Child Care Plan.

Emergency Child Care Assistance

There are several programs and policies in place to help support you and your family in times of need by providing assistance in either accessing child care or covering some of the additional costs of unanticipated child care expense. Depending on your situation, you may qualify for any of the following.

Military Family Service Program Emergency Child Care

If your family requires Emergency Child Care connect immediately with your local Military Family Resource Centre or MFS OUTCAN staff. Staff may support your family during a challenging situation by facilitating your access to supports and services (up to 96 hours per emergency) to help you address your short-term emergency child care needs. Depending on your specific situation and the available resources in your community, Military Family Resource Centres or MFS OUTCAN may assist you either by looking after your children for you, financial reimbursement, referrals or caregiver coordination. Each case is unique and will be assessed individually. Contact your local Military Family Resource Centre or MFS OUTCAN for further details.

Eligibility

Canadian Armed Forces families will be supported by Emergency Child Care services under many unique circumstances including:

- When the Canadian Armed Forces member must report for duty on short notice, or is away on tasking and neither their primary or secondary caregiver identified on their Family Care Plan is available to care for their children
- When your family requires emergency respite child care while the Canadian Armed Forces member is away, for essential health and well-being
- When the Canadian Armed Forces member requires emergency short-term child care to secure essential necessities that have not already been covered through IRP within three months after posting
- When the Canadian Armed Forces member or any member of your family has been seriously ill or injured; or when a member of the family has died

Requests for Emergency Child Care are approved at the discretion of your local Military Family Resource Centre or MFS OUTCAN. To learn more about Emergency Child Care eligibility, funding, reference documents and options for your family, visit CAFConnection.ca, your local Military Family Resource Centre or MFS OUTCAN.

Canadian Armed Forces Family Care Assistance

Family Care Assistance is designed to assist Canadian Armed Forces single parents and service couples by offsetting increases in the normal costs for child care or attendant care when service requires you to be absent from home for 24 hours or longer.

Eligibility

Family Care Assistance is available if:

- For service reasons, your absence is required for 24 hours or more from your family home
- You have a dependent who is 18 years of age or younger, or is 18 years of age or older but requires assistance due to a physical or mental disability and is not receiving a pension
- You do not have a spouse or common-law partner or your spouse/ common-law partner is also a Canadian Armed Forces member who will be away from their place of duty for service reasons at the same time

Funding

You are entitled to be reimbursed for either the daily amount established by Treasury Board or the difference between the amount paid for dependent care during the absence and the amount normally paid for care, whichever is less.

How to submit your claim:

Complete form DND 2269 and submit it to your unit orderly room.

Be sure to include receipts for amount paid

- Name, address and phone number of caregiver
- Dates of employment

Reference

For additional terms and conditions, please reference: Compensation and Benefit Instruction [CBI] 209.335 – Family Care Assistance



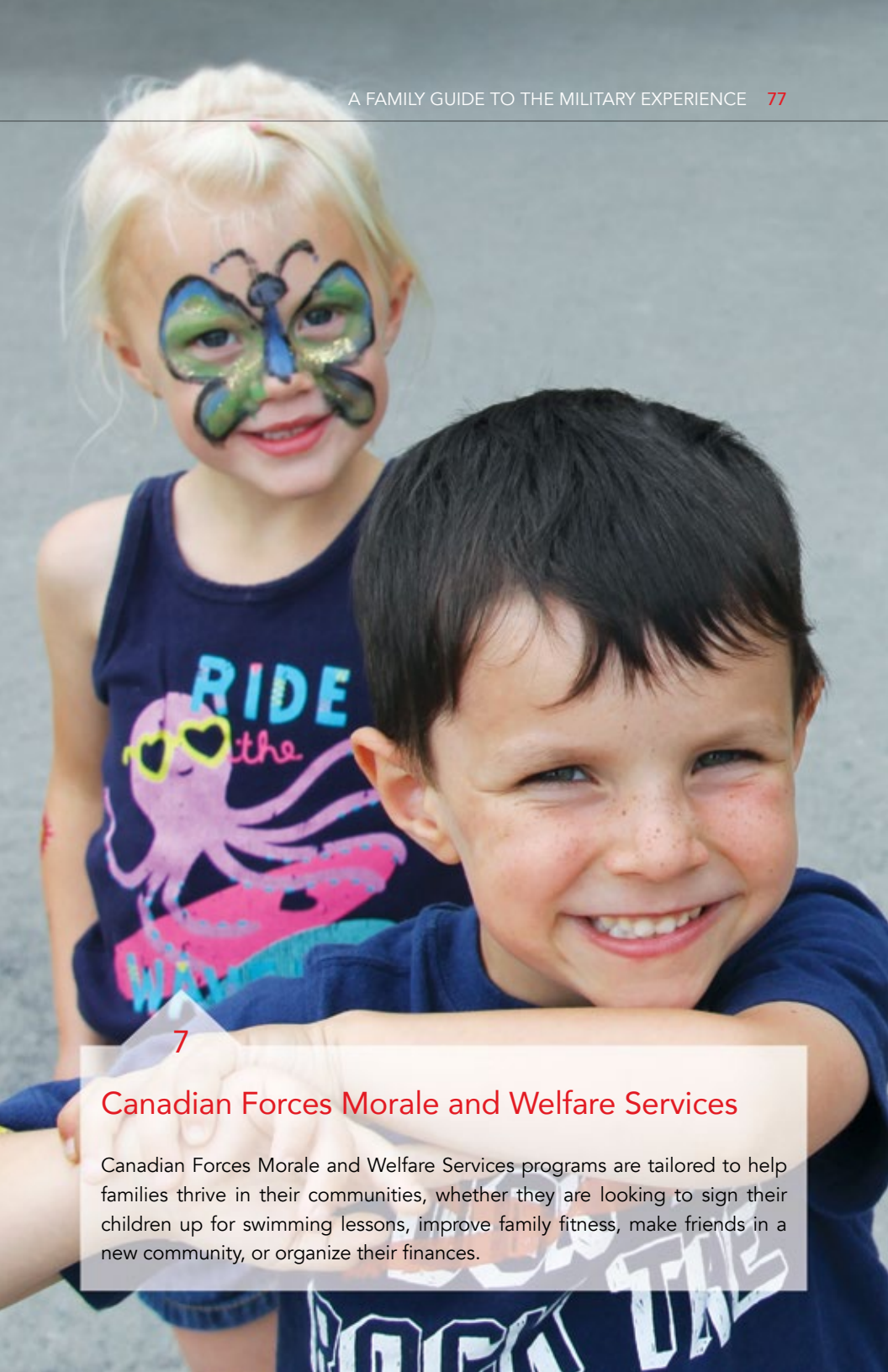
Canadian Armed Forces Caregiver Assistance Benefit

Ill and injured members of the Canadian Armed Forces, who suffered permanent catastrophic impairment, temporary catastrophic impairment, or a non-catastrophic impairment in Afghanistan, and have a dependent child living with them, can request reimbursement for child care payments or other caregiver expenses through their Integrated Personnel Support Centre.

The Caregiver Assistance benefit is not payable if the caregiver is a member of the Special Force, Regular Force, or Reserve Force on Class B or Class C Reserve Service, who is in receipt of pay and allowances.

To determine eligibility and parameters, or to initiate a request for reimbursement, please contact your local Integrated Personnel Support Centre.

For additional terms and conditions, please reference: Compensation and Benefit Instruction [CBI] 211.05 – Caregiver Assistance Benefit



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Canadian Forces Morale and Welfare Services

Canadian Forces Morale and Welfare Services programs are tailored to help families thrive in their communities, whether they are looking to sign their children up for swimming lessons, improve family fitness, make friends in a new community, or organize their finances.

Proceeds from the retail (CANEX) and financial services (SISIP Financial Services and Canadian Defence Community Banking) of the Canadian Forces Morale and Welfare Services are reinvested back into valuable morale and welfare programs. Millions of dollars are distributed each year to local base/wing/unit funds, or are donated to the Support Our Troops Funds to assist Canadian Armed Forces community members in need.

Morale and Welfare Services Directory



The Morale and Welfare Services Directory is a user-friendly online resource that provides a detailed catalog of all programs offered by Canadian Forces Morale and Welfare Services (CFMWS) to the military community.

To meet the needs of eligible members, CFMWS provides an extensive collection of programs and services on bases and wings across Canada, abroad and online including casualty support management, transition services, deployment support, family services, financial services, fitness and sports, recreation and retail services. While all the military community are eligible for some services, many Canadian Forces Morale and Welfare Services programs are tailored to meet the needs of particular community members and are only available to select patrons (www.cfmws.com/YourServices).



CANEX

The Canadian Forces Exchange System (CANEX) is a modern retail operation made up of stores and services, designed to meet the needs of the Canadian military community. When you shop with CANEX you are putting money into your own communal account, because a large percentage of CANEX revenues from Canada and Germany are returned to the Base Fund of your Base/Wing.



CANEX, a division of the Canadian Forces Moral and Welfare Services, is tasked with supporting the CAF operational effectiveness, contributing to morale, esprit de corps and unit cohesion.

Drop by your local CANEX today or shop conveniently online at (www.CANEX.ca)

CF Appreciation Program

The CF Appreciation Program is the official discount program of the Canadian Armed Forces community. It provides access to discounts at more than 27,000 locations worldwide and is designed to give back to the military community. Whether planning a vacation, shopping for a new car, or just looking for a night out on the town, community members can have more fun for less.

CFAppreciation.ca
Community • Strength • Savings

Details are available on the CF Appreciation Program website (www.cfappreciation.ca).

CFOne Card



The CFOne card is the one card needed to access programs and services delivered by Canadian Forces Morale and Welfare Services. It confirms membership within the military community and provides easy access to both the CANEX Rewards Program and the CF Appreciation Program.

Members of the Canadian Armed Forces community can apply for a card online (www.CF1FC.ca). Queries can be directed to the CFOne membership office (1-855-245-0330).

Canadian Defence Community Banking



Designed with military families in mind, Canadian Defence Community Banking eliminates the turmoil of changing financial arrangements during postings and deployments. Through a partnership with BMO Bank of Montreal, Canadian Defence Community Banking offers a comprehensive range of cost-effective banking products, plans and services. Military community members can benefit from low-cost student loans, lines of credit, as well as a BMO Bank of Montreal Support Our Troops MasterCard.

Since 2008, the Bank of Montreal has contributed hundreds of thousands of dollars to sponsor morale and welfare programs. Purchases made with the Support Our Troops MasterCard have generated thousands more for the Support Our Troops Funds.

For more information, visit the Canadian Defence Community Banking website (www.cfmws.com/en/OurServices/CDCB).

Personnel Support Programs (PSP)

Personnel Support Programs, a division of Canadian Forces Morale and Welfare Services, believes in a holistic approach to well-being including the physical, emotional, intellectual, social and spiritual health of the individual. Their services include fitness, sport, recreation and health promotion services, and allow families to meet new people, keep active and have fun. From winter carnivals to Sports Day in Canada, PSP also organizes special events that bring military families together and foster community pride.



There are many unique PSP programs and services available to families:

- Online registration makes it easy to access state-of-the-art fitness, sports and recreation facilities and programs at reduced rates
- Families have access to online resources through (www.DFIT.ca), including personal training designed to help the military family become more physically active and make healthy changes to their diet
- Day camps provide alternative solutions to child care with the convenience of being located at member work locations
- People with special needs are encouraged to participate in a wide variety of activities offered
- Programs are built on the HIGH FIVE framework (www.highfive.org), which ensures healthy participant development and higher quality of services
- Facilities and equipment are available for rentals

- As the largest Canadian Forces Morale and Welfare Services employer, Personnel Support Programs is proud to provide job opportunities to military family members on a priority basis as well as meaningful volunteer opportunities
- National programs and contests, such as the Canadian Armed Forces Photography Contest, give families opportunities to showcase their talents and win great prizes

Services vary from base to wing. Families are encouraged to learn more about their location and get involved. For more information visit (CAFConnection.ca)



PSP Services		
Departments	Facilities	Clubs and Activities
<ul style="list-style-type: none"> • Fitness • Sports • Health Promotion (Delivery) • Human Performance Research and Development • Messes • Community Recreation • Specialty Interest Activities • Newspapers • Canadian Armed Forces Member Deployment Support 	<ul style="list-style-type: none"> • Fitness and Sports Centres • Outdoor Fields and Courts • Trails and Tracks • Pools, Splash Pads and Beaches • Recreation and Community Centres • Golf Courses • Campgrounds and Cottages • Rock Climbing Walls • Libraries • Bowling Alleys • Marinas • Theatres • Playgrounds • Skateboard Parks • RV Storage • Curling Rinks • Arenas • Youth Centre • Gardens • Outdoor Rinks 	<ul style="list-style-type: none"> • Sports • Aquatics • Adventure Training • Dance • Drama • Fine Arts and Crafts • Fitness and Wellness • Martial Arts • Music • Hobbies • Outdoors or Nature • Intellectual or Literary • Travel • Social Recreation • Competitions • Leagues • Instructional Workshops • Day Camps

SISIP Financial Services



With SISIP Financial Services, military members and their families are assured that from posting to posting, their files will follow them in a seamless process, with no new registrations and minimal paperwork required.

SISIP Financial Services has been serving the military community since 1969. With personalized financial advice and tailored product solutions, SISIP Financial Services meets the specific needs of the modern military family.

SISIP offices at major bases/wings/units across Canada ensure a standardized process and optimal service delivery of the following programs, products and services:

- **Term Life Insurance Plans** (including Long Term Disability and the Vocational Rehabilitation Program)—no exclusions for war, dangerous occupations, hobbies, volunteer activities or sports
- **Financial Planning**—personalized advice, savings options and investment vehicles to help clients achieve their financial goals
- **Canadian Forces Group Retirement Savings Plan**—a “do-it-yourself” online investment and savings option
- **Financial Counselling**—free, confidential support in the resolution of serious financial distress with access to Canadian Forces Personnel Assistance Fund loans and grants



- **Personal Financial Management Education**—courses for recruits and officer-cadets

Locations and contact numbers for SISIP Financial Services offices across Canada are available on their website (www.sisip.com) or by calling toll-free 1-800-267-6681.

Support Our Troops Fund

The Support Our Troops Fund is the official program providing financial support and assistance to the Canadian Armed Forces Community. The SOT Program is funded through individual and corporate donations, proceeds from third party events and Yellow Ribbon merchandise, and contributions by external organizations. Collectively, these funds are used to deliver individual and program support to currently serving military members, veterans and their respective families.



Support Our Troops Fund provides assistance in the form of loans and grants, in a number of areas: emergency support, special needs, camps etc. To note, in January 2016, Military Families Funds and Canadian Forces Personnel Assistance Fund amalgamated into the Support Our Troops Fund to provide a single official source of charitable support to the CAF Community.

Soldier On Fund provides opportunities for serving and former Canadian Armed Forces members with a visible or non-visible illness or injury to pursue sport, recreation or other physically challenging activities.

Hospital Comforts Fund provides hospitalized Canadian Armed Forces members with toiletries, reading material and other basic comforts.

Boomers Legacy Fund empowers serving Canadian Armed Forces members by enabling them to help the people in the communities in which they serve.

For more information, visit the Support Our Troops website (www.cfmws.com/en/SupportOurTroops/Pages/default.aspx)



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Useful Resources

Glossary of Acronyms and Abbreviations

Below is a list of acronyms and abbreviations commonly used in the Canadian Armed Forces.

AC	Advisory Committee
AFC	Armed Forces Council
APS	Active Posting Season
BN	Briefing Note
B/W Comds	Base/Wing Commanders
CAF	Canadian Armed Forces
CAMH	Centre for Addiction and Mental Health
CANEX	Canadian Forces Exchange System
CANFORGEN	Canadian Forces General Message
CDB	Child Disability Benefit
CDR	Commander
CDS	Chief of the Defence Staff
CE	Continuing Engagement
CEM	Children's Education Management
CF HR	Canadian Forces Human Resources
CFB	Canadian Forces Base
CFDS	Canada First Defence Strategy
CFHA	Canadian Forces Housing Agency
CFHS	Canadian Forces Health Services
CFMAP	Canadian Forces Member Assistance Program
CFMWS	Canadian Forces Morale and Welfare Services
CFPM	Canadian Forces Provost Marshal
CFRP	Commissioned From the Ranks Plan
CHA	Canada Health Act
CMHA	Canadian Mental Health Association
CMHC	Canada Mortgage and Housing Corporation
CMPC	Commander Military Personnel Command
CNA	Community Needs Assessment
CO	Commanding Officer

COL	Colonel
CRS	Chief Review Services
CSV	Community Site Visit
CWO	Chief Warrant Officer
D Chap Pol	Director Chaplain Policy
DA	Designated Assistant
DAOD	Defence Administrative Orders and Directives
DCSM	Director of Casualty Support Management
DDCP	Dependants' Dental Care Plan
DEUs	Distinctive Environmental Uniforms
DGMPPRA	Director General Military Personnel Research and Analysis
DND	Department of National Defence
DSC, DSG	Deployment Support Centre, Deployment Support Group
FCP	Family Care Plan
FCT	Family Crisis Team
FIL	Family Information Line
FLO	Family Liaison Officer
FS&R	Family Separation and Reunion
FSV	Formal Site Visit
FVP	Family Violence Prevention
HLD	Home Location Decompression
IE25	Intermediate Engagement 25 Year
IPS	Indefinite Period of Service
IPSC	Integrated Personnel Support Centre
IR	Imposed Restriction
IRP	Integrated Relocation Program
iSTEP	Individual Success Through Empowering Peers
JPSU	Joint Personnel Support Unit
JSB	Joint Speakers Bureau
JTF-2	Joint Task Force 2
LCdr	Lieutenant-Commander
LCol	Lieutenant-Colonel
LFWA	Land Forces Western Area
Lt(N)	Lieutenant (Navy)
Maj	Major

MAM	Managing Angry Moments
MFRC	Military Family Resource Centre
MFS	Military Family Services
MFS (Europe)	Military Family Services (Europe)
MFS OUTCAN	Military Family Services Outside of Canada
MFS (U.S.)	Military Family Services (United States)
MFSA	Mental Fitness and Suicide Awareness
MFSP	Military Family Services Program
MP	Military Police
MWO	Master Warrant Officer
NATO	North Atlantic Treaty Organization
NCM	Non-Commissioned Members
NCO	Non-Commissioned Officer
NOK	Next of Kin
NORAD	North American Aerospace Defence Command
NPF	Non-Public Funds
NPP	Non-Public Property
OSI	Operational Stress Injury
OSISS	Operational Stress Injury Social Support
PAO	Public Affairs Officer
PDCI	Personal Development and Community Integration
PFSS	Personnel and Family Support Services
PPD	Policy and Program Development
PSHCP	Public Service Health Care Plan
PSI	Prevention, Support and Intervention
PSP	Personnel Support Programs
PTSD	Post-Traumatic Stress Disorder
R2MR	Road to Mental Readiness
RCMP	Royal Canadian Mounted Police
RHU	Residential Housing Units
RMC Saint-Jean	Royal Military College Saint-Jean
RMCC	Royal Military College of Canada
ROD	Record of Discussion

ROTP	Regular Officer Training Program
S2S	Shoulder to Shoulder
SC	Steering Committee
SCP	Special Commissioning Plan
SID	Strategic Initiating Directive
SISIP	Service Income Security Insurance Plan
SLT	Second Language Training
SOP	Standard Operating Procedures
STF	Strengthening the Forces
TLD	Third Location Decompression
TOR	Terms of Reference
UN	United Nations
UTPNM	University Training Program—Non-Commissioned Members
VAC	Veterans Affairs Canada
VFP	Veteran Family Program
VIE	Variable Initial Engagement
WG	Working Group
WO	Warrant Officer
WHO	World Health Organization
YPET	Youth with Parents who have Experienced Trauma
YSS	Your Say Survey

Military Family Resource Centres in Canada

British Columbia

COMOX

MFRC
1575 Military Row
Lazo BC V0R 2K0
comoxmfrc@gmail.com
Tel.: 250-339-8290

ESQUIMALT

MFRC
1505 Esquimalt Road
Esquimalt BC V9A 7N2
mfrc@shawcable.com
Tel.: 250-363-2640
Toll-Free: 1-800-353-3329

MAINLAND B.C.

MFRC
4050 West 4th Avenue
Vancouver BC V6R 1P6
office@bcmfrc.com
Tel.: 604-225-2550 Ext. 2518
Toll-Free: 1-888-828-6372

Alberta

CALGARY

MFRC
4225 Crowchild Trail SW
Calgary AB T3E 1T8
info@calgarymfrc.ca
Tel.: 403-410-2320 Ext. 3590

COLD LAKE

MFRC
674 Kingsway Road
Cold Lake AB T9M 2C3
coldlake@CAFconnection.ca
Tel.: 780-594-6006

EDMONTON

MFRC
Building 161
Mons Ave
Lancaster Park
Edmonton AB T0A 2H0
information@mfrcedmonton.com
Tel.: 780-973-4011 Ext. 6300

SUFFIELD

MFRC
Building R35
Dugway Drive
Ralston AB T0J 2N0
Tel.: 403-544-5567

WAINWRIGHT

MFRC
Building 400
CFB Wainwright
Denwood AB T0B 1B0
info@wainwrightmfrc.ca
Tel.: 780-842-1363 Ext. 1253

Saskatchewan

CENTRAL SASKATCHEWAN

MFRC
17 Wing Detachment Dundurn
Building 100
Dundurn SK S0K 1K0
info@csmfrc.com
Tel.: 306-492-2135 Ext. 4266

MOOSE JAW

MFRC
15 Wing Moose Jaw
Building 80
Moose Jaw SK S6H 7Z8
moosejaw@CAFconnection.ca
Tel.: 306-694-2273

SOUTHPORT

MFSC
55 Musketeer Road East
Southport MB R0H 1N1
portagemfsc@gmail.com
Tel.: 204-428-4292

Manitoba

SHILO

MFRC
Building T-114
Shilo MB R0K 2A0
general.reception@shilomfrc.ca
Tel.: 204-765-3000 Ext. 3352

WINNIPEG

MFRC
102 Comet Street
Winnipeg MB R3J 3Y5
winnipeg@CAFconnection.ca
Tel.: 204-833-2500 Ext. 4500

Ontario

BORDEN

MFRC
28 Arnhem Road
Building E-123
Borden ON L0M 1C0
bordenfamilyresourcecentre@gmail.com
Tel.: 705-424-1200 Ext. 3994

KINGSTON

MFRC
Batoche Community Centre
CFB Kingston
32 Lundy's Lane
Kingston ON K7K 5G3
info@kmfrc.com
Tel.: 613-541-5010 Ext. 5195

LONDON

MFRC
701 Oxford Street East
London ON N5Y 4T7
london@CAFconnection.ca
Tel.: 519-660-5366
Toll-Free: 1-888-514-7444

MEAFORD

MFRC
4th Canadian Division Training Centre
Meaford Road, Building 208
Meaford ON N4L 0A1
mfrc.meaford@gmail.com
Tel.: 519-538-1371 Ext. 6509

NATIONAL CAPITAL REGION

MFRC
330 Croil Private, Building 471
Ottawa ON K1V 1J1
info@mfrc-ncr.org
Tel.: 613-998-4888

NORTH BAY

MFRC
39 Sterling Avenue
Building 95
Hornell Heights ON P0H 1P0
Tel.: 705-494-2011 Ext. 2053

PETAWAWA

MFRC - Main
12 Reichwald Crescent
Petawawa ON K8H 1J4
isas@pmfrc.org
Tel.: 613-687-7587 Ext. 3222

MFRC - North Side
10-16 Regalbuto Avenue
Petawawa ON K8H 1L3
Tel.: 613-687-1641

THUNDER BAY

MFRC
125 Algoma Street North
Thunder Bay ON P7A 4Z5
tbaymfr@tbaytel.net
Tel.: 807-345-5116

TORONTO

MFRC
5 Yukon Lane
Toronto ON M3K 0A1
tmfrc@forces.gc.ca
Tel.: 416-633-6200 Ext. 4311

TRENTON

MFRC
50 Rivers Drive East
Trenton ON K0K 3W0
info@trentonmfr.ca
Tel.: 613-965-3575

Quebec**BAGOTVILLE**

MFRC
1775 Lucien-Lecompte
Building 116
Alouette QC G0V 1A0
info@crfmbagotville.com
Tel.: 418-677-7468

MONTRÉAL

MFRC
Saint-Hubert
4815 chemin de la Savane
Saint-Hubert QC J3Y 9G1
Tel.: 450-462-8777 Ext. 6810

Saint-Jean Garrison
Building 178
Falaise Street
Richelieu QC J0J 1R0
crfmmontreal@bell.net
Tel.: 450-358-7099 Ext. 7955

Longue Pointe
6550 Hochelaga
Building 214
Montréal QC H1M 1X9
Tel.: 514-252-2777 Ext. 4984

VALCARTIER

MFRC
Building 93
Courcelette QC G0A 4Z0
info@crfmv.com
Tel.: 418-844-6060

New Brunswick

GAGETOWN

MFRC

Base Gagetown

Building A45

St. Lawrence Avenue

Oromocto NB E2V 4J5

mfrcgage@rogers.com

Tel.: 506-422-3352

MONCTON

MFRC

mmfrc@rogers.com

Tel.: 506-850-6372

Nova Scotia

GREENWOOD

MFRC

14 Wing Greenwood

AVM Morfee Centre

School Road

Greenwood NS B0P 1N0

home@greenwoodmfr.ca

Tel.: 902-765-5611

HALIFAX AND REGION

MFRC

6393 Homefire Crescent

Halifax NS B3K 5X5

info@halifaxmfr.ca

Tel.: 902-427-7788

Prince Edward Island

PRINCE EDWARD ISLAND

MFRC

88 Watts Avenue

Charlottetown PE C1E 2C1

peimfrc@gmail.com

Tel.: 902-892-8999

Newfoundland and Labrador

GANDER

MFRC

117 Sullivan Avenue

Gander NL A1V 1S3

gander@CAFconnection.ca

Tel.: 709-256-1703 Ext. 1206

GOOSE BAY

MFRC

734 Chatham Street

Goose Bay NL A0P 1C0

info@goosebaymfr.ca

Tel.: 709-896-6900 Ext. 6060

ST. JOHN'S

MFRC

145 Churchill Avenue

St. John's NL A1A 0N9

info@stjohnsmfrc.ca

Tel.: 709-570-4636

Northwest Territories

NORTH OF 60

MFRC

5124-54th Street

Yellowknife NT X1A 2R3

info.northof60.mfrc@northwestel.net

Tel.: 867-873-0700 Ext. 6859

Military Family Services in the United States

COLORADO SPRINGS

Military Family Services
135 East Ent Avenue
Peterson AFB, CO 80914
mfs.coloradosprings@cfmws.com
Tel.: 719-556-9269

ELMENDORF

Military Family Services
CF Detachment Elmendorf
9477 Pease Ave.
Elmendorf AFB, AK 99506
mfs.elmendorf@cfmws.com
Tel.: 907-552-3609

ROME

Military Family Services
134 Chappie James Blvd.
Griffis Business and Technology Park
Rome, NY 13441-1234
mfs.rome@cfmws.com
Tel.: 315-339-4622

TINKER

Oklahoma City, OK
mfs.tinker@cfmws.com

TYNDALL

Military Family Services
500 Minnesota Avenue
Building 747
Tyndall AFB, FL 32403-5428
mfs.tyndall@cfmws.com
Tel.: 850-283-4839

WHIDBEY ISLAND

Oak Harbor, WA
mfs.whidbey@cfmws.com
Tel.: 360-682-5909

JOINT BASE LEWIS

McCHORD - TACOMA

Auburn, WA
mfs.jblm@cfmws.com

WASHINGTON D.C.

Military Family Services
Canadian Embassy
501 Pennsylvania Avenue
Washington, DC 20001
mfs.washington@cfmws.com
Tel.: 202-448-6352

OAHU, HAWAII

mfs.hawaii@cfmws.com

MFS US OUTREACH

Regional Manager
MFS.Outreach@cfmws.com

Military Family Services in Europe

GEILENKIRCHEN

Military Family Services
Europe Regional Office
CFSU (Europe)
Building B11
Quimperlestr. 100
52511 Geilenkirchen
Germany

Military Family Services Europe
Regional Office
P.O. Box 5053, Station Forces
Belleville ON K8N 5W6
Tel.: 011-49-2451-717192

SELFKANT KASERNE

Military Family Services
Europe CFSU (Europe)
Building B11
Quimperlestr. 100
52511 Geilenkirchen
Germany

Military Family Services Europe
Selfkant Kaserne
Slot 3099, P.O. Box 5053,
Station Forces
Belleville ON K8N 5W6
MFSE.SK@cfmws.com
Tel.: 011-49-2451-717500

UNITED KINGDOM

Military Family Services
CFSU Det United Kingdom
86 Blenheim Crescent, Building 188
Ruislip, Middlesex
HA4 7HB England

Military Family Services Europe
United Kingdom
P.O. Box 5051, Station Forces
Belleville ON K8N 5W6
MFSE.UK-Remote@cfmws.com
Tel.: 011-44-7814-240249

SUPREME HEADQUARTERS

ALLIED POWERS EUROPE (SHAPE)

Military Family Services Europe 1D
Pluton, Apt. #1-2
7010 SHAPE
Casteau, Belgium

Military Family Services Europe
SHAPE
P.O. Box 5048, Station Forces
Belleville ON K8N 5W6
MFSE.SHAPE@cfmws.com
Tel.: 011-32-6544-5962

BRUSSELS

Military Family Services-Brussels
Frans Landrainstraat
Rue François Landrain 19-7
1970 Wezembeek-Oppem
Brussels, Belgium

Military Family Services Europe
Brussels
P.O. Box 5048, Station Forces
Belleville ON K8N 5W6
MFSE.Brussels@cfmws.com
Tel.: 011-32-6544-6012

NAPLES

Military Family Services-Naples
Via Madonna del Pantano
80014 Lago Patria
Naples, Italy

Military Family Services Europe
Naples
P.O. Box 5045, Station Forces
Belleville ON K8N 5W6
MFSE.Naples@cfmws.com
Tel.: 011-081-509-9575

ALL OTHER LOCATIONS

Military Family Services Europe
Remote
P.O. Box 5051, Station Forces
Belleville ON K8N 5W6
MFSE.UK-Remote@cfmws.com
Tel.: 011-44-7814-240249

Links

Below is a list of useful links, including both those referenced in this guide and others. Should you discover a broken or outdated link, please call the Family Information Line 1-800-866-4546 in North America or 00-800-771-17722 in Europe to be directed to the most current and relevant information.

General Information

Family Information Line 1-800-866-4546 (North America) 00-800-771-17722 (Europe)
www.CAFconnection.ca

Military Family Panel Process / #MyVoice
www.CAFconnection.ca

Department of National Defence and the Canadian Armed Forces
www.forces.gc.ca

National Defence and Canadian Armed Forces Glossary
www.forces.ca/en/glossary/glossary-102

Canadian Forces Morale and Welfare Services
www.cfmws.com

Support Our Troops
www.cfmws.com/en/SupportOurTroops/Pages/default.aspx

SISIP Financial Services
www.sisip.com

Canadian Defence Community Banking
www.cfmws.com/en/OurServices/CDCB

CANEX
www.canex.ca

CF Appreciation Program
www.cfappreciation.ca

CFOne Card
www.CF1FC.ca

Ombudsman
www.ombudsman.forces.gc.ca

Veterans Affairs Canada
www.veterans.gc.ca

Royal Canadian Legion
www.legion.ca

Military Police Services
www.forces.gc.ca/en/contact-us/military-police-contact-us.page

Relocation, Posting and Deployment

Family Information Line (1-800-866-4546)
www.CAFconnection.ca

Policies and Standards
www.forces.gc.ca/en/about-policies-standards-benefits-relocation/2009-toc.page

Integrated Relocation Program
www.forces.gc.ca/en/about-policies-standards-benefits-relocation/toc-byyear.page

Brookfield Global Relocation Services
www.irdp-pri.com/start/cf_members

Canadian Forces Housing Agency
www.forces.gc.ca/en/caf-community-support-services-housing/index.page

Family Care Plan (DAOD 5044-1A)
www.forces.gc.ca/en/about-policies-standards-defence-admin-orders-directives-5000/5044-1.page

The ABCs of Military Postings
www.ombudsman.forces.gc.ca

Government of Canada—Travelling With Children

<https://travel.gc.ca/travelling/publications/travelling-with-children>

Canadian Armed Forces Postal Service

www.canadapost.ca/tools/pg/manual/PGcanforce-e.asp

Instructions for Mailing Overseas

www.forces.gc.ca/en/write-to-the-troops/mailing-instructions.page

Canada Post—Customs Regulations

www.canadapost.ca/tools/pg/manual/PGcustoms-e.asp

Canada Post—Letter and Parcel Preparation

www.canadapost.ca/tools/pg/manual/PGcanforce-e.asp#1378611

Children and Youth

Family Information Line (1-800-866-4546)

www.CAFconnection.ca

Connecting Canadian Forces Youth

www.CAFconnection.ca

Child Care Human Resources Sector Council

www.ccscc-ccsge.ca

Child Care Resource and Research Unit

www.childcarecanada.org

Encyclopedia on Early Childhood Development

www.child-encyclopedia.com

Kids Help Phone - 1-800-668-6868

www.kidshelpphone.ca

Sesame Workshop “Talk, Listen, Connect”

www.sesameworkshop.org/what-we-do/our-initiatives/military-families/

Education

Family Information Line (1-800-866-4546)

www.CAFconnection.ca

Children's Education Management

www.CAFconnection.ca

CanLearn

www.canlearn.ca

Language Portal of Canada

www.noslangues-ourlanguages.gc.ca

Youth Literacy

www.youthliteracy.ca

Employment

Family Information Line (1-800-866-4546)

www.CAFconnection.ca

METS Spouse

www.CAFconnection.ca

Compensation and Benefits

www.forces.gc.ca/en/caf-community-benefits/cbi-benefits.page

Veterans Affairs Canada—Benefits Browser

www.veterans.gc.ca/eng/services/resources/benefits

Transition Services

www.forces.gc.ca/en/caf-community-support-services/caf-transition-services.page

Service Canada

www.servicecanada.gc.ca

Public Service Commission of Canada

www.psc-cfp.gc.ca

Employment and Social Development Canada

www.esdc.gc.ca

The Current State of Canadian Family Finances

<http://vanierinstitute.ca/resources/family-finances/>

Volunteer Canada

www.volunteer.ca

Youth Canada

www.youth.gc.ca

Family Violence Prevention

Family Information Line (1-800-866-4546)

www.CAFconnection.ca

Family Violence Initiative

www.justice.gc.ca/eng/cj-jp/fv-vf/help-aide.html

National Clearinghouse on Family Violence

www.phac-aspc.gc.ca/ncfv-cnivf/index-eng.php

Health and Wellness

Family Information Line (1-800-866-4546)

www.CAFconnection.ca

Health and Dental Benefits

www.forces.gc.ca/en/caf-community-benefits/health-dental.page

Public Service Health Care Plan

www.tbs-sct.gc.ca/hr-rh/bp-rasp/benefits-avantages/hcp-rss/hcp-rss-eng.asp

Dependants' Dental Care Plan

www.forces.gc.ca/en/caf-community-benefits/dependants-dental-care-plan.page

CAF Health Services—Spectrum of Care

www.forces.gc.ca/en/caf-community-health-services-benefits-drug-coverage/index.page

Personnel Support Programs

www.CAFconnection.ca

Strengthening the Forces: CAF Health Promotion

www.forces.gc.ca/en/caf-community-health-services/index.page

Fitness Tools and Resources

www.DFIT.ca

HIGH FIVE

www.highfive.org

Health Canada

www.hc-sc.gc.ca

College of Family Physicians of Canada

www.cfpc.ca

Doctor Search

www.cpso.on.ca/docsearch

Public Health Agency of Canada

www.phac-aspc.gc.ca

Ill and Injured

Family Information Line (1-800-866-4546)

www.CAFconnection.ca

The Guide to Benefits, Programs, and Services for Serving and Former Canadian Armed Forces Members and their Families

www.forces.gc.ca/en/caf-community-benefits-ill-injured-deceased/guide-toc.page

Casualty Support / Joint Personnel Support Unit / Integrated Personnel Support Centres

www.forces.gc.ca/en/caf-community-support-services-casualty-support/contact-info.page

Mental Health and Social Support

Family Information Line (1-800-866-4546)

www.CAFconnection.ca

Canadian Forces Member Assistance Program

www.forces.gc.ca/en/caf-community-support-services-map/member-assistance-program.page

You're Not Alone: Connecting Military Families to Mental Health and Social Wellness Programs

www.CAFconnection.ca

The Mind's the Matter

www.CAFconnection.ca

Caregivers Resource

www.caregiverresource.theroyal.ca

Road to Mental Readiness (R2MR)

www.forces.gc.ca/en/caf-community-health-services-r2mr/index.page

Operational Stress Injury Social Support

www.osiss.ca

Veterans Affairs Canada—Mental Health

www.veterans.gc.ca/eng/services/health/mental-health

Canadian Mental Health Association

www.cmha.ca

Canadian Association for Marriage and Family Therapy

www.marriageandfamily.ca

Post Traumatic Stress Disorder Association

www.ptsdassociation.com